



Unitywater

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Pr10255

Unitywater Accreditation and Certification Manual

Revision 5

Pr10255 - Unitywater Accreditation and Certification Manual

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Foreword

Our local economy is driven to a large extent by the development industry. This is apparent in the value of infrastructure constructed by the development industry to serve population growth in our region.

Each year, on average, Unitywater receives water supply and sewerage infrastructure valued at approximately \$50M from the development industry as contributed assets. This infrastructure must be prudent (needed) and efficient (cost effective) if it is to serve future populations at the least lifecycle cost. This is imperative if Unitywater is to meet the expectations of its customers to provide low cost, high quality, water and sewerage services.

Hence, Unitywater has implemented an Accreditation and Certification System to allow entities and individuals to be accredited and registered as being competent to assess connections applications and certify that engineering designs and constructed assets are compliant with the relevant connections approval requirements and prescribed standards such as the South-East Queensland Water and Sewerage Design and Construction Code.

Through implementation of the Accreditation and Certification System, it is Unitywater's objective to realise benefits for Unitywater's customers and all stakeholders in the development industry by:

- a. Decreasing the time involved in the applications and approval process,
- b. Not excluding competent smaller companies and/or individuals; and
- c. Receiving contributed assets that satisfy the economic regulator's prudence and efficiency test and consequently provide least lifecycle cost services to Unitywater's customers.

It is intended that the processes described in this manual will be continually improved to benefit all stakeholders, particularly Unitywater's customers. Unitywater invites the development industry and other interested stakeholders to proactively contribute to the continual improvement of this manual.

A handwritten signature in blue ink, appearing to read 'Glen Platt', is positioned above the name and title.

Glen Platt
Manager Infrastructure Planning and Development.



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Intended Audience

This document is written for entities and private individuals who may apply to be accredited by Unitywater to provide certification services in Unitywater's service area relating to connections applications as being compliant with relevant legislation and prescribed standards.

Unitywater's Accreditation and Certification System is designed to work within the Queensland Government's existing legislative framework for approval of connections to water supply and sewerage networks in South-East Queensland. This framework is known commonly as the "Utility Model".

To understand the processes set out in this document it is expected that the reader will be familiar with the Utility Model provisions of the Queensland Government's *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* and Unitywater's *Connections Policy* and/or will have some practical experience with land development and processes for connection to water supply and sewerage networks in South East Queensland since the Utility Model commenced in 2014.

Should the reader not have the knowledge and background mentioned above, it will be possible to gain the requisite knowledge by undertaking training provided by Unitywater.

Definitions

Term	Definition
Accreditation	Accreditation is a formal recognition of competence by Unitywater to perform specific tasks.
Accreditation Coordinator	Unitywater employee who will manage all aspects of accreditation and associated performance management.
Accreditation Deed	A deed entered into between Unitywater and the Accredited Entity which states the relevant obligations of the parties.
Accredited Entity	A company, partnership, or sole trader, in each case accredited by Unitywater, which is responsible for its nominated Registered Certifiers, including providing support to Registered Certifiers, in the form of providing a quality system, professional indemnity insurance and other resources (e.g. legal advice) to enable the Register Certifier to effectively undertake their role and responsibilities.
Applicant	The developer, or its appointed representative by consent, applying to connect to Unitywater's networks in accordance with the provisions of the <i>South-East Queensland Water (Distribution and Retail Restructuring Act 2009)</i> .
Audit	Any one or more of the following: <ul style="list-style-type: none"> a) A systematic examination of the procedures and systems utilised by an Accredited Entity or Registered Certifier to process connection applications and the outcomes achieved by the Accredited Entity or Registered Certifier in relation to compliance with relevant legislation, standards and specifications and Accreditation Deed/Registration Deed Poll. b) A task or function executed by a Development Officer subject to the nominated audit criteria in relation to a certification package or other submission made to Unitywater for that application type. Typically undertaking an audit of a certification package will result in an audit report that will be made available to the relevant Registered Certifier and Accredited Entity upon request.
Certification	A signed, written statement in the form required by Unitywater made by a Registered Certifier that documentation and/or infrastructure complies with prescribed standards or has been designed or prepared in accordance with relevant legislation and/or prescribed standards.
Certification Advice Enquiry (CAE)	A Certification Advice Enquiry (CAE) is a type of request for Registered Certifiers intended to assist in providing general advice about Accreditation and Certification System described in Part B of this Manual, procedures, use of online submission forms, templates and tools, application eligibility, status of submitted applications.
Certification Advice Notice (CAN)	A Certification Advice Notice (CAN) is a pre-lodgement response by Unitywater to a request from a Registered Certifier for specific assessment advice that relates to an application certification package that has not yet been submitted for approval (in-flight applications are excluded).

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Term	Definition
Connections Policy	The Connections Policy is a statutory document required under the <i>South-East Queensland Water (Distribution and Retail Restructuring Act 2009)</i> that outlines Unitywater's requirements for connection, disconnection, and alterations to Unitywater's water supply and sewerage networks.
Contributed Assets	Sometimes called "Donated Assets" Water supply and sewerage assets that are constructed and connected to Unitywater's networks in compliance with conditions of development or connections approvals and transferred to Unitywater.
DR Act	Means the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
Fire Service	A service comprising water pipes, fire hydrants, fire hose reels, fittings, and including water storage or pumping facilities, which is installed solely for firefighting and extinguishing purposes in and around a building or property. Under certain conditions part of a fire sprinkler system may be included. Services (such as other water services) that can be used for other purposes are excluded from the definition of fire services.
Major Non-conformance	In Unitywater's reasonable opinion, the absence of, or a significant failure to implement and/or maintain conformance to the requirements of legislation and/or prescribed standards (such as the SEQ Code) such that the non-conformance will result in a high level of risk to Unitywater and/or its customers as determined in accordance with consequence table and risk matrix set out in Appendix A.
Minor Non-conformance	In Unitywater's reasonable opinion, a non-conformance that is not a major non-conformance. A minor non-conformance might be a management system weakness or minor issue that could lead to a major non-conformance if not addressed.
Network Works	Water supply and/or sewerage infrastructure that is, or will be, constructed by the developer and connected to Unitywater's networks in accordance with the conditions of a connections approval to provide water supply and sewerage services.
Network Master Plan	A plan for individual water supply and sewerage schemes, that describes the development of the water supply or sewerage network in the scheme area to serve growth from the present to the Planned Demand Year (or Demand Forecast Cohort) projected development as permitted by the relevant Council's Planning Scheme.
Non-Conformance	An inconsistency with or contradiction to the provisions of the SEQ Code, DR Act, Unitywater Connections Policy, connections approval and/or the Accreditation and Certification Manual, including the absence of conformance, or a significant failure to implement and/or maintain conformance.
Non-Trunk Infrastructure	Water supply and sewerage infrastructure that satisfies the definition of non-trunk infrastructure in the <i>South-East Queensland Water</i>

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Term	Definition
	<p><i>(Distribution and Retail Restructuring) Act 2009</i>. Practically, this will often be:</p> <ul style="list-style-type: none"> a. Water supply reticulation mains that serve a local area and supply water to individual properties, b. Sewerage reticulation main that collect sewage from individual properties in a local area, <p>but excludes sewerage pumping stations including 'lift' stations. Non-trunk infrastructure is commonly referred to as 'reticulation mains'.</p>
Observation	Minor deviation from policies, procedures, standards and/or specification that will not have any noticeable adverse impact on the standard of service or result in monetary loss to Unitywater.
Owner	As defined in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> .
Planned Demand Year	<p>The Planned Demand Years are 2026, 2031, 2036, 2041, 2046, and 2051.</p> <p>In a Network Demand Assessment, The Planned Demand Year is determined by adding the standard four (4) year approval period to the year of anticipated water approval, rounded up to the next five (5) year increment, as above.</p> <p>Unitywater's Infrastructure Planning & Development Demand Forecasting Team uses the term 'Demand Forecast Cohort' interchangeably with 'Planned Demand Year'.</p>
Planning Assumptions	Unitywater's demand forecast in units of equivalent persons (EP) for each lot within Unitywater's geographic area.
Prudency and Efficiency Test	A test to be applied to all investment decisions based on the methodology specified in Appendix C.
Registration Deed Poll	A deed poll executed by a Registered Certifier in favour of Unitywater, in the form required by Unitywater.
Registered Certifier	<p>Individuals:</p> <ul style="list-style-type: none"> a. Who have been accepted by Unitywater as having suitable technical qualifications and experience to undertake one or more of the following roles: <ul style="list-style-type: none"> (i) Major Connections Certifier, (ii) Minor Connections Certifier; or (iii) Construction Certifier. b. Who have been trained by Unitywater in certification processes; c. Who have been included on the list of Registered Certifiers on Unitywater's website, and have not been removed from that list at the relevant time; and d. Who have executed a current Registration Deed Poll in favour of Unitywater.



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Term	Definition
Schedule of Works	<p>The document that indicates where Unitywater is planning to provide major trunk infrastructure in the future to meet the growth projections contained in Unitywater's participating Councils' Planning Schemes; and details the location, estimated cost, and estimated timing of delivery of the trunk infrastructure.</p> <p>The Schedule of Works is set out in Appendix B of Part A of Unitywater's Netserv Plan.</p>
SEQ Code	<p>South-East Queensland Water and Sewerage Design and Construction Code, in force at the relevant time. This code came into effect on 1 July 2013.</p>
Services Advice Notice (SAN)	<p>In accordance with section 99BRAC of the DR Act, applicants may request advice on a proposed connection for a development before they make a connection application.</p> <p>A Services Advice Notice (SAN) is advice provided by Unitywater to Applicants with information often comprising type, scale, intensity, and timing of development.</p> <p>A SAN request is not an application for connection and Unitywater's response cannot be construed as granting approval to connect.</p>
Standard Water Supply Connection	<p>A water supply connection that complies with Unitywater's requirements for a standard connection in its Connections Policy.</p> <p>This will often be a single 20mm or 25mm property services connection to a single lot for a dwelling house or dual occupancy located in a Water Connection Area or Restricted Water Connection Area.</p>
Standard Sewerage Connection	<p>A sewerage connection that complies with Unitywater's requirements for a standard connection in its Connections Policy.</p> <p>This will often be a single 100mm sewerage property service connection to a single residential lot for a dwelling house or dual occupancy located in a Sewerage Connection Area or Restricted Sewerage Connection Area.</p>
Term of Accreditation	<p>The term of accreditation stated in the Accreditation Deed or Registration Deed Poll, subject to any early termination of the relevant Accreditation.</p>
Transitional or 'Related' applications and approvals	<p>Development applications and approvals issued under legislation other than the DR Act by other entities (e.g. Council) that will or do include Unitywater conditions of approval.</p> <p><i>Examples include amendments or extensions to existing approvals issued under Planning Act 2016 (or the now repealed Sustainable Planning Act 2009), or approvals under the Economic Development Act 2012.</i></p>



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Term	Definition
Trunk Infrastructure	<p>Water supply and sewerage infrastructure that satisfies the definition of trunk infrastructure in the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i>. Practically, this will often be:</p> <ol style="list-style-type: none"> a. Water supply infrastructure that distributes water from the SEQ water grid to reticulation water supply mains. Includes mains 300mm diameter and greater, pumping stations, reservoirs, pressure reducing valves, district meters, disinfection dosing facilities and reservoirs, b. Sewerage infrastructure that collects sewage from sewerage reticulation mains and transports sewage to the sewage treatment plant. Includes mains 225mm diameter and greater, pumping stations, rising mains, barometric loops, vent poles, emergency storage structures and chemical dosing equipment.
Unitywater Development Officer	<p>An employee of Unitywater's Development Services section whose core function is to issue decision packages, notices, and certificates and who may, at Unitywater's discretion, undertake an Audit of certification package applications submitted by Registered Certifiers in accordance with Unitywater policy and procedures.</p>
Utility Model	<p>The System of application submission for assessment and decision by Unitywater under the DR Act for all applications that are not eligible for submission under the Accreditation and Certification System.</p>
Water Approval Connection Agreement	<p>A written agreement between Unitywater and the developer made at the time of the issuance of a Provisional Certificate of Completion. This agreement specifies the obligations of the developer for completion of uncompleted works including provision of a bond to secure completion of the uncompleted works.</p>



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Overview

This manual describes how Unitywater will support the development industry and economic growth in the Unitywater Service area by engaging private industry in the process prescribed in *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* and Unitywater's *Connections Policy* for:

- a. Approval of new connections to Unitywater's water supply and sewerage networks,
- b. Design and construction of the assets required by the conditions of connections approvals and donation of these assets to Unitywater to provide water supply and sewerage services.

Objectives

The objective of the Unitywater Accreditation and Certification System is to achieve a win-win for Unitywater's customers and the development industry by creating, implementing, and continually improving a system that will:

- a. Give the development industry greater control over the time and cost of completing new connections in a timely and efficient way; and
- b. Continue to deliver high quality prudent and efficient water supply and sewerage assets to safely and reliably serve Unitywater's future customers at least lifecycle cost.

Purpose of the Manual

The purpose of the Manual is to document the administration of Unitywater's Accreditation and Certification System for the planning, design, assessment, approval, construction, and handover activities related to the establishment of connections to Unitywater's water supply and sewerage network infrastructure.

This Manual is a 'controlled document' under Unitywater's Integrated Management System (IMS). This means that any changes, including updates to this Manual may only be approved by Unitywater's Chief Executive Officer or Executive Manager Sustainable Infrastructure Solutions.

Unitywater will also consult with the development industry, including registered Accredited Entities and Registered Certifiers when this Manual undergoes any changes or updates.

Further, the Accreditation Deed applies to directions, orders or variations issued with respect to the provisions of this Manual and as such these two documents are inter-related.

Accreditation and Certification Model

Figure 1 below illustrates Unitywater's Accreditation and Certification System which is comprised of four principal processes:

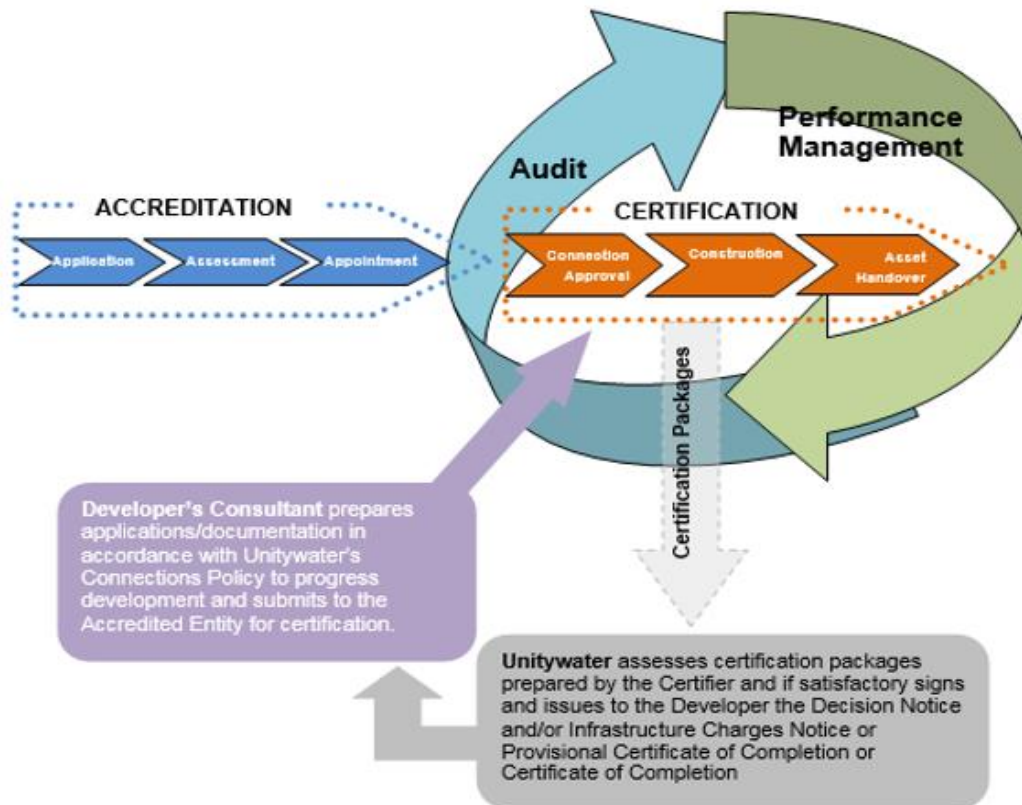
- a. **Accreditation** – periodically Unitywater will advertise for suitably qualified entities and individual people to apply to be accredited to provide certification services. The applications will be assessed against certain criteria such as experience and qualifications. Registered Certifiers will be required to undertake training. To be appointed, the entities and individuals will need to execute either an Accreditation Deed (for Accredited Entities) or a Registration Deed Poll (for Registered Certifiers) to the satisfaction of Unitywater. The Accreditation Deed will set out the terms of accreditation (e.g. period of accreditation and limits of authority) and the respective obligations of Unitywater and the Accredited Entity. The Registration Deed Poll will establish the legal liability of the Registered Certifier to Unitywater.



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- b. **Certification** – is the process under which Accredited Entities and Registered Entities take responsibility for:
- i. Assessing developers' connection applications and preparing certification packages including draft Decision Notices and draft Infrastructure Charges Notices for Unitywater to issue;
 - ii. Inspecting works and certifying that the as-constructed condition of the assets is in accordance with prescribed standards (e.g. the connection approval, SEQ Code);
 - iii. Assessing developers' requests for Provisional Certificates of Completion and Certificates of Completion and preparing certification packages including draft certificates for Unitywater to issue; and
 - iv. Monitoring compliance with conditions of Infrastructure Agreements and Water Approval Connection Agreement and informing Unitywater of any non-compliance.
- c. **Audit** – while accreditation and certification are processes that progress in sequential steps, auditing of certified work is a continual improvement process that will be conducted by Unitywater, at its discretion. Auditing may occur at any time throughout and beyond the process of approving new connections, constructing the assets necessary to enable the approved connections and handing over (donating) assets to Unitywater. Not all certifications will be audited by Unitywater.
- d. **Performance Management** – like the auditing process, performance management will be a continual improvement process conducted by Unitywater, at its discretion, to assist Accredited Entities, by direct engagement with Registered Certifiers, to encourage Registered Certifiers to become more proficient. The outcomes of each audit conducted by Unitywater will inform Unitywater's assessment of the performance of Accredited Entities and Registered Certifiers. A continuing satisfactory standard of performance is critical to Accredited Entities and Registered Certifiers maintaining their accreditation status.

Figure 1 - Accreditation and Certification Model



Individual people (e.g. sole traders) and companies (e.g. consulting engineering firms, civil construction companies, project management companies and town planning firms) are eligible to apply to be appointed as an Accredited Entity.

Registered Certifiers may also apply to be appointed as an Accredited Entity.

Registered Certifiers may be appointed in one or more of three categories:

- a. Major Connections Certifier;
- b. Minor Connections Certifier;
- c. Construction Certifier.

The responsibilities of each of these roles are set out in **Table 1**.

Unitywater updates and maintains a list of [Accredited Entities and Registered Certifiers](#) on its webpage.

To establish water supply and sewerage connections (other than standard water supply connections and standard sewerage connections) that are eligible under the Unitywater Accreditation and Certification System, the Developer must engage an Accredited Entity. The Accredited Entity will then appoint a Major or Minor Connections Certifier as appropriate to provide certification services. If network works are required, then the Accredited Entity will also nominate a Construction Certifier to inspect the construction works in accordance with a schedule agreed at the Pre-Start Meeting and ultimately certify that the as-constructed condition of the works are compliant with prescribed standards.



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The Accredited Entity will always be responsible for their nominated Registered Certifiers and will be vicariously liable to Unitywater for the acts and omissions of the nominated Registered Certifiers, as if they were acts and omissions of the Accredited Entity.

Accredited Entities and Registered Certifiers may be engaged to act on existing connection approvals e.g. an existing staged connection approval.

The developer's consultant will prepare connection applications and other applications (e.g. request for Provisional Certificate of Completion) to progress the development and submit each application to the Accredited Entity for assessment. The Major/Minor Connections Certifier nominated by the Accredited Entity will assess the developer's applications and prepare and submit certification packages to Unitywater with certifications that the certification packages are in accordance with legislation and prescribed standards. Certification packages will consist of the developer's application, prescribed fees, owner's consent, completed checklists, draft Decision Notices, draft certificates and other documents as prescribed in Part B – Certification of this Manual.

Major Connections Certifiers will prepare and certify requests for Provisional Certificates of Completion. Similarly, Major and Minor Connections Certifiers will prepare and certify requests for Certificates of Completion. Unitywater will audit, at its discretion, certified requests for Provisional Certificates of Completion and Certificates of Completion and sign and issue Provisional Certificates of Completion and Certificates of Completion.

It is a requirement of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* that Unitywater must receive and approve all connection applications. Accordingly, Unitywater must assess all connection applications and sign all Decision Notices and Infrastructure Charges Notices. Unitywater publishes indicative timeframes for issuing Decision Notices, Infrastructure Charges Notices, Provisional Certificates of Completion and Certificates of Completion to the Developer on its website.

Unitywater may audit certification packages or network works at any time.

In instances where non-conformances are identified by Unitywater's audit or assessment of the certification package, the Accredited Entity and the Registered Certifier will be notified of the non-conformances and required to take remedial action (e.g. reassess the application, amend the draft Decision Notice and submit a new certification package) to enable the development to proceed. The development will be subject to delay until effective remedial action is taken by the Accredited Entity and the Registered Certifier (no specified time period) and a second audit or assessment is undertaken by Unitywater and the Decision Notice, Infrastructure Charges Notice, Provisional Certificate of Completion or Certificate of Completion is signed and issued to the Developer.

Unitywater will rely on the certifications provided to it in carrying out its assessment of connection applications and applications for Provisional Certificates of Completion or Certificates of Completion. Under the Accreditation Deed and Registration Deed Poll, the Accredited Entity and Registered Certifier(s) will be accountable for their certifications for seven years after issue of the certification despite Unitywater signing the relevant Decision Notices, Infrastructure Charges Notices, Provisional Certificates of Completion or Certificates of Completion.

Scope of Accreditation and Certification

Accreditation and Certification will apply to all aspects of non-trunk infrastructure (including property connections) for water supply and sewerage connection applications including assessment of connection applications and design, construction, and handover of donated assets to Unitywater except for the following:

- a. Preparation and issuance of Services Advice Notices under the DR Act;
- b. Assessment of standard connection applications for water supply or sewerage;
- c. Assessment of connections involving the design and construction of trunk infrastructure;



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- d. Assessment of connections outside of the Future Connection Area;
- e. Preparation, approval, and supervision of network intervention plans;
- f. Building over and adjacent to Unitywater's assets;
- g. Transitional or 'Related' applications and approvals for material change of use and reconfiguration of lot;
- h. Extensions of currency period; and
- i. applications that require preceding QLD Department of Transport and Main Roads (TMR) Public Utility Plant (PUP) Approval or Queensland Rail (QR) Wayleave Agreement Approval.

Certification will be limited to the extent that the Registered Certifier will certify that draft Decision Notices and draft Infrastructure Charges Notices comply with legislation and prescribed standards. Registered Certifiers will not be authorised to sign or issue any Decision Notices or Infrastructure Charges Notices.

Key Principles

To achieve the win-win objective of the Accreditation and Certification System mentioned previously, the following key principles will be applied in implementing the Accreditation and Certification System:

- a. Accredited Entities and Registered Certifiers appointed by Unitywater, will in addition to any obligations under their Accreditation Deed or Registration Deed Poll respectively, must always act in the interests of Unitywater and Unitywater's customers to achieve least lifecycle cost outcomes that are compliant with legislation, SEQ Code and Unitywater's Network Master Plans.
- b. Having regard to the certifications provided by Registered Certifiers, Unitywater will sign and issue all Decision Notices and Infrastructure Charges Notices in accordance with the relevant requirements of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*.
- c. The [*Prudency and Efficiency Test*](#) will be applied by Accredited Entities and Registered Certifiers in all decision making and must be demonstrated in relevant supporting documentation (e.g. water supply servicing plan for a multistage development), calculations (e.g. lifecycle cost comparison) and completed checklists. The purpose of this test is to ensure that least lifecycle cost outcomes are achieved, and acquisition of new assets is justified.
- d. Unitywater will rely on the certifications provided to it in issuing Decision Notices for connection applications and issuing Provisional Certificates of Completion or Certificates of Completion. In addition to any obligations under the Accreditation Deed and Registration Deed Poll, the Accredited Entity and Registered Certifier(s) will be accountable to Unitywater for their certifications for **seven (7)** years after the relevant certification despite Unitywater signing the relevant Decision Notices, Infrastructure Charges Notices, Provisional Certificates of Completion or Certificates of Completion. The accountability will apply for compliance with legislation, the Connections Policy and achieving least lifecycle cost outcomes. (Accredited Entities will be required by the Accreditation Deed to establish and maintain professional indemnity insurance for the **seven (7)** year period).

Roles and Responsibilities

Under the Unitywater Accreditation and Certification System responsibility is assigned as set-out in **Table 1**.

Table 1 - Roles and Responsibilities

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Role	Description	Responsibility
Unitywater	The Northern Distribution Retail Authority established under the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> and given powers under this Act to accept and decide Connection Applications.	<ul style="list-style-type: none"> a. Receive and assess connection applications through certification packages from Accredited Entities and Registered Certifiers; b. Sign and issue Decision Notices, Infrastructure Charges Notices, Provisional Certificates of Completion and Certificates of Completion; c. Provide training to relevant entities and individuals to enable them to be accredited; d. Audit certifications and give clear feedback on the findings of each Audit to the relevant Accredited Entity and/or Registered Certifier; e. Where necessary, manage the performance of the Accredited Entities and Registered Certifiers with the objective of increasing the proficiency of each individual Registered Certifier.
Developer	A company or individual who is: <ul style="list-style-type: none"> a. Seeking a connection approval under the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i>; or b. Acting on a connection approval given under the <i>South-East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> or Transitional Approval ('Related' approval). 	<ul style="list-style-type: none"> a. Prepare, or engage suitably qualified consultants to prepare, connection applications or applications for Provisional Certificate of Completion and Certificates of Completion and satisfy all conditions of approvals including construction and handover of infrastructure; b. Pay assessment fees and/or infrastructure charges; c. Engage an Accredited Entity to provide certification services; d. Carry out the responsibilities listed below for a Developer's Consultant and/or Developer's Construction Contractor if the Developer has not engaged third parties for those roles for the connection approval; and e. Ensure appointed Consultants and Registered Certifiers, to the extent they are third parties, comply with their responsibilities.
Developer's Consultants	A company or individual that should have suitable professional qualifications and experience to act for the Developer (e.g. Registered Professional Engineer Queensland).	<ul style="list-style-type: none"> a. Prepare connection applications including supporting documentation and engineering designs; b. Respond to information requests from Accredited Entities and their Registered Certifiers; c. Prepare as-constructed information; and d. Supervise works and overall progress of water supply and sewerage aspects of development projects.
Developer's Construction Contractor	A company or individual that should have suitable professional qualifications and experience to construct the approved works for the Developer.	<ul style="list-style-type: none"> a. Construct approved networks; b. Respond to information requests from Registered Certifiers; and c. Day-to-day supervision of works.

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Role	Description	Responsibility
Accredited Entity	A company or individual (e.g. sole trader) with the capacity to provide the necessary systems, resources, and insurances to be accepted by Unitywater as an Accredited Entity.	<ul style="list-style-type: none"> a. Must always act in accordance with the terms and conditions of the Accreditation Deed and this Manual; b. Must nominate Major or Minor Connections Certifiers and/or Construction Certifiers to provide appropriate certification services. The Accredited Entity will be vicariously liable for their nominated Registered Certifiers, and therefore must support the Registered Certifiers, including without limitation by maintaining: <ul style="list-style-type: none"> i. A quality system accredited to a recognised standard (e.g. ISO 9001) to assure the quality of certifications; ii. Professional indemnity insurance cover for certifications issued by the Registered Certifiers while engaged by the Accredited Entity; and iii. Resources to assist the Registered Certifier to assess and make decisions about connection applications and/or the standard of construction; e.g. access to legal advice.
Major Connections Certifier	<p>An individual person who is engaged by an Accredited Entity and who is a Registered Professional Engineer Queensland (RPEQ).</p> <p>The Major Connections Certifier will undertake certification processes for development projects that involve construction of non-trunk network works i.e. water supply and/or sewerage infrastructure.</p>	<ul style="list-style-type: none"> a. Must always act in accordance with the terms and conditions of the Registration Deed Poll and this Manual; b. Assess developer's connection applications; c. Prepare and submit certification packages in accordance with prescribed processes for the course of the development project; d. Ensure prescribed processes are followed for water supply and sewerage aspects of the development project; and e. Monitor compliance with connection approvals, Infrastructure Agreements and Water Approval Connection Agreement and notify Unitywater of any non-compliance.
Minor Connections Certifier	<p>An individual person who is engaged by an Accredited Entity.</p> <p>The Minor Connections Certifier is not required to be a Registered Professional Engineer Queensland.</p> <p>The Minor Connections Certifier will undertake the certification process for development projects that only involve property service infrastructure and do not involve construction of network works.</p>	<ul style="list-style-type: none"> a. Always act in accordance with the terms and conditions of the Registration Deed Poll and this Manual; b. Assess developer's connection applications; c. Prepare and submit certification packages in accordance with prescribed processes for the course of the development project; d. Ensure the prescribed processes are followed for water supply and sewerage aspects of the development project; and e. Monitor compliance with connection approvals and if applicable with Infrastructure Agreements and notify Unitywater of any non-compliance.
Construction Certifier	An individual person who is engaged by an Accredited Entity and who:	<ul style="list-style-type: none"> a. Inspect the construction of network works in accordance with the schedule agreed at each Pre-Start Meeting;



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Role	Description	Responsibility
	<ul style="list-style-type: none"> a. Has a minimum of three years of experience in construction of water supply and sewerage reticulation infrastructure; b. Is a Licensed Plumber and Drainer or holds a Certificate IV in Civil Construction Supervision or higher tertiary engineering qualification. 	<ul style="list-style-type: none"> b. Provide certification of the extent of completed works for Provisional Certificates of Completion, Certificates of Completion, and connection of works to sewerage network; c. Provide certification that the condition and configuration of constructed works complies with the conditions of the connection approval and prescribed standards.

Business Models

Unitywater's Accreditation and Certification System is designed to accommodate a broad range of certification business models, subject always to the Accreditation Deed and Registered Deed Poll, including any provisions around 'conflicts of interest'. Such arrangements may include:

- a. Accredited Entities employing Registered Certifiers;
- b. Registered Certifiers working as sub-contractors or contractors to one or more Accredited Entity;
- c. Registered Certifiers of any category being appointed as an Accredited Entity (must meet the requirement of an Accredited Entity) and operating as a sole trader within the limits of each Accreditation Deed;
- d. Individuals being appointed as a Registered Certifier in more than one category; e.g. Major Connections Certifier and Construction Certifier;
- e. Accredited Entities acting for the developer as a design consultant and project manager;
- f. Registered Certifiers working for the developer's design consultant.

Unitywater, at its discretion, may audit more frequently any Accredited Entity or Registered Certifier it considers to potentially be a conflict risk due to (amongst others) multiple roles under its Accreditation and Certification System.

Developers, developers' consultants, construction contractors, Accredited Entities and Registered Certifiers may have any form of contractual relationship *that does not compromise their obligations* under the Accreditation Deed and Registration Deed Poll. In particular, the Accreditation Deed and Registration Deed Poll will include overarching obligations for:

- a. The Accredited Entity to establish and maintain Professional Indemnity and Public Liability insurances in the forms specified in the Accreditation Deed;
- b. The Accredited Entity to always act first and foremost in the interests of Unitywater and Unitywater's customers when providing certification services under the provisions of the Accreditation Deed and ensuring the Registered Certifier does the same; and
- c. The Registered Certifier to always act first and foremost in the interest of Unitywater and Unitywater's customers when providing certification services under the provisions of the Registration Deed Poll and this Manual.



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Conflict of interest

A **conflict of interest** is a situation in which an individual has competing interests or loyalties. A conflict of interest can exist in many different situations where an Accredited Entity or Registered Certifier could be influenced, or where it could be perceived that they are influenced, by a personal interest in carrying out their duty. Conflict of interest may be:

1. **Actual** – where a direct conflict exists between current official duties and existing private interests e.g. the Major Connections Certifier is the developer and is the consulting engineer (RPEQ) as well as the Registered Certifier assessing the connection application;
2. **Perceived** – where it appears or could be perceived that private interests are improperly influencing the performance of official duties whether or not that is actually the case e.g. the Major Connections Certifier is the only RPEQ in the company and he signs off on the design drawings (as required by the SEQ Code) and also assesses the design drawings and prepares the draft Decision Notice as a Registered Certifier or a Construction Certifier being employed by the Construction Company constructing the approved works; and
3. **Potential** – where private interests are not but could come into direct conflict with official duties e.g. the Major Connections Certifier and the Consulting Engineer (RPEQ engineer signing off on the design drawings as required by the SEQ Code) are both employed by the same Accredited Entity.

Unitywater is committed to ensuring that:

- a. All potential conflicts of interest are identified and recorded;
- b. Conflicts of interest are avoided where possible; and
- c. Any conflicts which cannot be avoided, are appropriately managed in a transparent manner.

Unitywater's Conflicts of Interest Policy (BP8042) sets out our expectations about the way in which conflicts of interest will be addressed and managed at Unitywater.

It is the responsibility of Accredited Entities and Registered Certifiers to *declare* any **Actual**, **Perceived** or **Potential** conflicts of interest each time they are engaged to undertake certifications on a connection application and submit the declaration with the certification package. The Accredited Entity and Registered Certifier must complete the [Conflict of Interest Disclosure Form](#) (online form) available on the website.

When Unitywater is undertaking an audit of the certification package, determination will be made on potential conflict of interest. If there is a potential conflict of interest, and:

- a. A Conflict-of-Interest Disclosure form is included in the package, then record and file accordingly;
- b. A Conflict-of-Interest Disclosure form is not included in the package, then record as a *major non-conformance* in the audit report against the Registered Certifier.

The Accredited Entity must ensure that a Registered Certifier can act in the interests of Unitywater and its customers when providing certification services, and that the Accredited Entity does not cause a Registered Certifier to have a conflict with these interests.

Implementation

It is Unitywater's intention that in the future all connection applications will be managed under the Accreditation and Certification System described in this Manual. Unitywater will consult with the development industry about this transition.

The initial term of accreditation for all Accredited Entities and Registered Certifiers will be **two (2)** years.

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After the initial accreditation period, Unitywater will review the performance of Registered Certifiers and Accredited Entities and renew accreditation and registration where it considers it appropriate to do so. The performance review will also inform Unitywater's auditing schedule for Accredited Entities and Registered Certifier's whose accreditation and registration is renewed.

Fees

Accredited Entities and Registered Certifiers will set or negotiate their own fees for certification services provided to the development industry. Fees charged by Accredited Entities and Registered Certifiers to developers for certification services will not be controlled in any way by Unitywater.

Unitywater will charge Accredited Entities a fee for submission of each certification package. The fees will be published on [Unitywater's Fees and Charges](#).

Performance Management

Unitywater will assist newly appointed Accredited Entities and Registered Certifiers to attain a satisfactory level of proficiency to enable them to maintain their accreditation. This assistance may take the form of:

- a. **Training** for accreditation applicants to provide them with an understanding of legislation, connection approval process, obligations under the Accreditation Deed and Registration Deed Poll, roles and responsibilities, objectives, standards, the decision-making process and required standard of performance;
- b. **On-going Training** for Accredited Entities and Registered Certifiers to assist them to improve their proficiency and to understand and implement changes to legislation, policy, business processes and/or design and construction standards;
- c. **Auditing** of certifications and feedback to the relevant Accredited Entity and Registered Certifier. Where a certified package has been audited, a copy of the audit report may be made available to the relevant Registered Certifier and Accredited Entity. In the instance of a 'fail outcome' the audit report will state what action must be taken by the Registered Certifier to rectify or resolve the relevant item(s);
- d. **Coaching** for Registered Certifiers and Accredited Entities who have issued certifications that are not compliant with legislation, the Connections Policy, the connection approval and/or principal design aspects of the SEQ Code or that result in outcomes that do not satisfy the prudence and efficiency test.

Unitywater expects the Accredited Entities and Registered Certifiers to always act in accordance with the requirements of the applicable Accreditation Deed or Registration Deed Poll, and to undertake relevant professional development and provide adequate resources to attain and maintain a satisfactory level of performance.

The Accreditation Deed and Registration Deed Poll will enable Unitywater to place the Accredited Entity and/or the Registered Certifier on probation, or suspend accreditation or revoke accreditation, including where it is evident that Accredited Entities and/or Registered Certifiers are not improving their proficiency and are continually submitting certifications which are not in accordance with prescribed processes, complying with legislation, the Connections Policy, the connection approval and/or principle design aspects of the SEQ Code or that result in outcomes which are not prudent and efficient.

Should Unitywater suspend or revoke an accreditation, Unitywater will seek to minimise the impact and delay on affected developers and their development project. Unitywater may facilitate the transition to another Accredited Entity and/or Registered Certifier or provide services to assess and approve connection applications and accept donated assets.



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Conclusion

This manual describes Unitywater's Accreditation and Certification System which is designed to engage the resources, expertise, and innovation of private industry in the process of connecting new development to Unitywater's networks within the Utility Model Framework.

The desired win-win objective is to provide least lifecycle cost water supply and sewerage services to Unitywater's customers and to give the development industry more control over the time and cost of the connections process.

This objective will only be achieved by all parties acting in accordance with the principles set out above and with all parties contributing to the continual improvement of the Unitywater Accreditation and Certification System.

Part A – Accreditation

1. Introduction

This part of the Accreditation and Certification Manual has the purpose of detailing the categories of accreditation, how to apply for accreditation, the process of appointing successful applicants and the process to continually improve the proficiency of Accredited Entities and Registered Certifiers to achieve the objectives of the Accreditation and Certification System (see Overview - Objectives).

1.1. Limitations

Unitywater's Accreditation and Certification system will apply to all aspects of non-trunk infrastructure (including property connections) for water supply and sewerage networks covered only under the SEQ Water Supply & Sewerage Design & Construction Codes (SEQ WS&S D&C Code):

- *Water Supply Code of Australia – SEQ Service Providers Edition* (based on WSA 03); and
- *Gravity Sewerage Code of Australia – SEQ Service Providers Edition* (based on WSA 02).

This includes assessment of connection applications, requests to amend conditions of connection approvals, and design, construction, and handover of donated assets to Unitywater.

This system does not include:

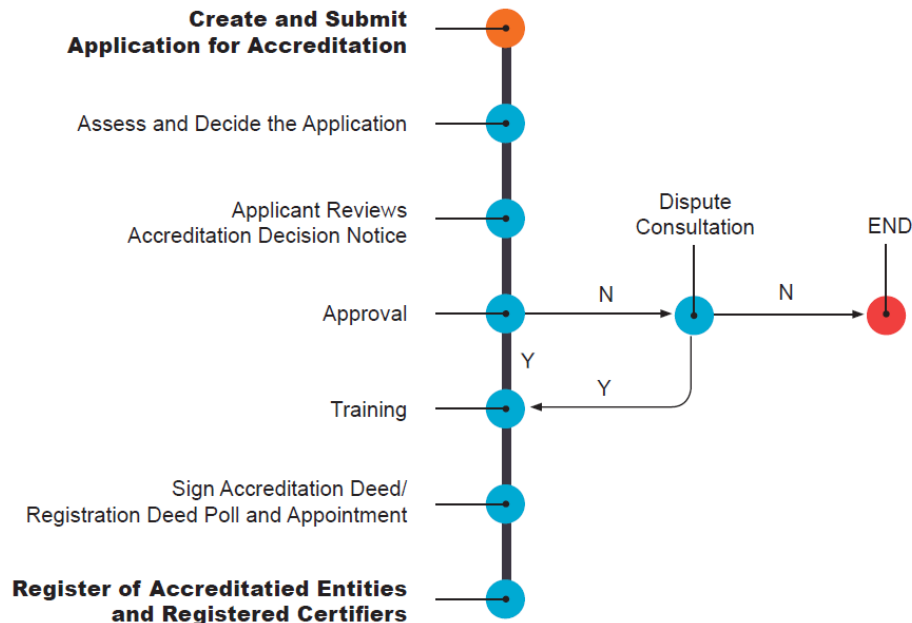
- a. Preparation and issuance of Services Advice Notices;
- b. Assessment of standard connection applications for water supply or sewerage;
- c. Assessment of connections involving the design and construction of trunk infrastructure, including non-gravity sewerage systems and active assets such as pumping stations;
- d. Assessment of connections outside of the Future Connection Area;
- e. Preparation, approval, and supervision of network intervention plans;
- f. Building over and adjacent to Unitywater's assets;
- g. Transitional (or 'Related') applications and approvals for material change of use and reconfiguration of lot;
- h. Extensions of currency period; and
- i. applications for initial acquisition of a QLD Department of Transport and Main Roads (TMR) Public Utility Plant application and approval or a Queensland Rail (QR) Wayleave Agreement application and approval.

Note that once external authority approvals are obtained, subject to meeting all other eligibility criteria, the balance certification package application(s) must be submitted under the A&C system by a Registered Certifier.

2. Overview of Accreditation Process

Figure 2 illustrates the business process for appointing entities and suitably qualified persons as Accredited Entities and Registered Certifiers.

Figure 2 – Accreditation Process



The accreditation process involves:

- The applicant preparing and submitting an accreditation application to Unitywater;
- Unitywater acknowledging receipt of the application;
- Unitywater assessing the application and if necessary, requesting clarification or additional information;
- Unitywater deciding the application and either approving or refusing the application;
- Unitywater may consult with the applicant regarding the reasons for refusing the application, but this will not fetter Unitywater's ability to refuse any applications at its discretion;
- Training of approved Applicants;
- Execution of the Accreditation Deed or Registration Deed Poll;
- Appointment of Accredited Entities and Registered Certifiers; and
- Publication of the contact details of Accredited Entities and Registered Certifiers (i.e. Unitywater's Accreditation Register) on Unitywater's internet site.

This process will be conducted once every year by Unitywater to initially establish and thereafter maintain a pool of Accredited Entities and Registered Certifiers to provide certification services to the development industry.

3. Categories of Accreditation

Unitywater will appoint suitable entities (including sole traders) as Accredited Entities. Unitywater will appoint appropriately qualified persons as Registered Certifiers in the following categories:

- a. Major Connections Certifier;
- b. Minor Connections Certifier; and
- c. Construction Certifier.

The roles and responsibilities of Accredited Entities and Registered Certifiers are described in Section 6 Roles and Responsibilities.

3.1. Accredited Entities

Individual people (e.g. sole traders) and companies (e.g. consulting engineering firms, civil construction companies, project management companies, town planning consultancies or surveying firms) are eligible to apply to be appointed as an Accredited Entity.

Registered Certifiers (see below) may also apply to be appointed as an Accredited Entity subject to the Registered Certifier satisfactorily meeting the relevant criteria of an Accredited Entity.

3.1.1. Registered Certifiers

Individual people with suitable qualifications and experience may apply to be Registered Certifiers in one or more of the roles. Compulsory qualifications are detailed in **Table 2**.

Table 2 - Registered Certifiers Roles and Qualifications

Role	Compulsory Qualifications and Experience
Major Connections Certifier	Registered Professional Engineer Queensland and experience in land development engineering including water supply and sewerage.
Minor Connections Certifier	Verifiable relevant experience in land development or applying for approval of connection to water supply and sewerage networks.
Construction Certifier	Minimum three years of experience in construction of water supply and sewerage infrastructure and <ol style="list-style-type: none"> a. Licensed Plumber and Drainer; or b. Certificate IV in Civil Construction Supervision or higher tertiary engineering qualification.



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4. Dealings

When Accredited Entities and Registered Certifiers are appointed their contact details will be published in [Unitywater's Accreditation Register](#) on Unitywater's website.

To obtain connection approvals and Provisional Certificates of Completion and Certificates of Completion through the certification process described in Part B of this manual, Developers must engage an Accredited Entity.

The Accredited Entity will nominate a Major or Minor Connections Certifier to provide certification services through each stage in the certification process described in Part B of this manual, from submission of certification packages to issuance of the Certificate of Completion by Unitywater.

If construction of network works (e.g. water mains and sewerage mains) is required by the connection approval, the Accredited Entity will engage a Construction Certifier to inspect and certify the as-constructed condition of the works.

Unitywater will continue to accept and assess connection applications directly from applicants until further notice. It is Unitywater's preferred position that connection applications are assessed in accordance with Part B (Certification) of this manual to achieve the objective of giving the development industry greater control over the time and cost of completing new connections in a timely and efficient way.

5. Existing Approvals

Accredited Entities and Registered Certifiers may be engaged by water connection approval holders (developers) to act on current connection approvals, including for applications to change conditions of current connection approvals.

6. Roles and Responsibilities

6.1. Unitywater

Unitywater is responsible for management of all aspects of accreditation, and for receiving, assessing, and deciding connection applications.

Unitywater will manage accreditation by establishing, maintaining, and continually improving the accreditation management system comprised of this manual, supporting business systems and the following business processes/activities:

- a. Acceptance and assessment of applications for accreditation from representatives of entities and/or suitably qualified people;
- b. Decisions about accreditation applications;
- c. Responding to request by an unsuccessful applicant for Unitywater to review its decision to refuse an accreditation application;
- d. Training of approved applicants;
- e. Execution of Accreditation Deeds and acceptance of Registration Deed Polls;
- f. Appointment of applicants who are approved for accreditation, and who have successfully completed the requisite training as Accredited Entities and/or Registered Certifiers and who signs the Accreditation Deed/Registration Deed Poll;

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- g. Establishment and maintenance of a register of Accredited Entities and Registered Certifiers [Unitywater's Accreditation Register](#) on Unitywater's website to facilitate ready contact by Developers and Landowners with Accredited Entities and Registered Certifiers;
- h. Support systems to improve the proficiency of Accredited Entities and Registered Certifiers.

6.2. Developers

Developers have no direct role in the accreditation process.

Unitywater will not accept a Developer as an Accredited Entity for their own development projects because of the conflict of interest that would be created.

6.3. Accredited Entities

An Accredited Entity will be appointed by the developer or the developer's consultant to pursue a connection application through the certification framework.

The Accredited Entity will appoint a Registered Certifier to undertake the responsibilities described below. The Accredited Entity will remain responsible for the Registered Certifier and provide support to the Registered Certifier as per Section 6.7 General Primary Obligation of Accredited Entities and Registered Certifiers.

6.4. Major Connections Certifier

Major Connections Certifiers are Registered Certifiers that are responsible for:

- a. Assessing developers' connection applications;
- b. Preparing certification packages, including draft Decision Notices, certificates, and draft Infrastructure Charges Notices (if applicable) in accordance with legislation, the Unitywater Connections Policy and processes described in **Part B** of this Manual;
- c. Ensuring prescribed certification processes, including submission of certification packages to Unitywater, are followed for the water supply and sewerage aspects of the development project;
- d. Monitoring compliance with Infrastructure Agreements and Water Approval Connection Agreement and notify Unitywater of any non-compliance; and
- e. Always acting in accordance with the terms and conditions of their Registration Deed Poll.

6.5. Minor Connections Certifier

Minor Connections Certifiers are Registered Certifiers that are responsible for:

- a. Assessing developer connection applications;
- b. Preparing certification packages, including draft Decision Notices, certificates, and draft Infrastructure Charges Notices (if applicable) in accordance with legislation, the Connections Policy and processes described in Part B of this manual;
- c. Ensuring prescribed certification processes, including submission of certification packages to Unitywater, are followed for the water supply and sewerage aspects of the development project;
- d. Monitoring compliance with Infrastructure Agreements; and
- e. Always acting in accordance with the terms and conditions of the Registration Deed Poll.

Minor Connections Certifiers *cannot* certify connection applications for development projects that involve construction of network works.



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6.6. Construction Certifier

Construction Certifiers are Registered Certifiers that are responsible for:

- a. Inspecting network works in accordance with the schedule agreed at each Pre-Start Meeting;
- b. Providing certification of the extent of completed works for Provisional Certificates of Completion, Certificates of Completion, connection to sewerage network and Off-Maintenance;
- c. Providing certification that the condition and configuration of constructed works complies with the conditions of the connection approval and prescribed standards as requested by the Major Connections Certifier or Unitywater; and
- d. Always acting in accordance with the terms and conditions of the Registration Deed Poll.

A Construction Certifier *must not* also be the construction supervisor for the contractor on the construction site for which he is the appointed Construction Certifier.

6.7. General Primary Obligation of Accredited Entities and Registered Certifiers

Under the terms of their Accreditation Deeds and Registration Deed Polls, Accredited Entities and Registered Certifiers have the following general primary obligations:

6.7.1. Accredited Entities

Accredited Entities will be responsible for their Registered Certifiers, and provide support to Registered Certifiers in their roles by maintaining:

- a. Access to and use of a quality system that is accredited to a recognised standard (e.g. International Standards Organisation standard 9001) to assure the quality of certifications;
- b. Professional indemnity insurance to cover certifications issued to Unitywater by the Registered Certifier while the Registered Certifier is employed by or otherwise engaged by the Accredited Entity for a period of up to **seven (7)** years after any particular certification is issued; and
- c. Resources to assist the Registered Certifier to assess and make decisions about connection applications and/or the standard of construction; e.g. access to legal advice.

6.7.2. Registered Certifiers (Major Connections Certifiers, Minor Connections Certifiers and Construction Certifiers)

Registered Certifiers must always act first and foremost in the interests of Unitywater and comply with relevant law. Registered Certifiers must monitor the developer's compliance with the applicable standards, connection approval and any water infrastructure agreement and notify Unitywater of any non-conformance.

A Registered Certifier must not take direction on certification decisions from developers or allow themselves to be placed in a position where they may have a conflict of interest between their obligations to Unitywater and their obligations to any other person.

All Registered Certifiers will have the responsibility to ensure that all contributed assets including property service connections:

- a. Are compliant with the relevant Connection Approvals (Decision Notices), water infrastructure agreement and prescribed standards (e.g. the SEQ Code); and
- b. Satisfy the prudence and efficiency test; and
- c. Provide the required standard of service at least lifecycle cost to Unitywater's customers; and
- d. Are consistent with Unitywater's Network Master Plans or other servicing plan approved by Unitywater.

7. Competencies

Accredited Entities and Registered Certifiers must attain competencies specific to their role as summarised in **Table 3** below to effectively and efficiently discharge their responsibilities.

Unitywater will provide all necessary training to the Accredited Entities and Registered Certifiers.

Table 3 - Accredited Entity and Registered Certifier Competencies

Role	Requisite Competencies
Accredited Entities	Knowledge and demonstrated understanding of; <ol style="list-style-type: none"> Obligations of Accredited Entities and Registered Certifiers; Relevant legislation, the Connections Policy, and Schedule of Works; End-to-end certification process.
Major Connections Certifiers	Knowledge and demonstrated understanding of; <ol style="list-style-type: none"> Obligations of Accredited Entities and Registered Certifiers; Relevant legislation, the Connections Policy, and Schedule of Works; End-to-end certification process; Identifying Network Demand by Assessment for connection applications; Assessing connection applications and drafting Decision Notices; Assessing engineering drawings and drafting Decision Notices; Calculating infrastructure charges; Preparing draft Infrastructure Charges Notices; Preparing documentation to support requests for Provisional Certificates of Completion and Certificates of Completion; Inspection of works including on and off maintenance inspections; Preparing asset handover packages; Process for construction of connection to Unitywater's network infrastructure; and Preparing documentation to support Off-Maintenance requests.
Minor Connections Certifiers	Knowledge and demonstrated understanding of; <ol style="list-style-type: none"> Obligations of Accredited Entities and Registered Certifiers; Relevant legislation, the Connections Policy, and Schedule of Works; End-to-end certification process; Identifying Network Demand by Assessment for connection applications; Assessing connection applications and drafting Decision Notices; Preparing documentation to support requests for Certificates of Completion; and Process for construction of property connections to Unitywater's network infrastructure.
Construction Certifiers	Knowledge and demonstrated understanding of; <ol style="list-style-type: none"> Obligations of Accredited Entities and Registered Certifiers; End-to-end certification process; Preparing documentation to support requests for Provisional Certificates of Completion and Certificates of Completion; Inspection of works including on and off maintenance inspections; Preparing asset handover packages; Process for construction of connections to Unitywater's network infrastructure; and Preparing documentation to support Off-Maintenance requests.



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8. Application for Accreditation

It is intended that Unitywater will invite applications for accreditation periodically (generally once a year). This is to ensure processes such as assessment of applications, training and execution of Accreditation Deeds and Registered Deed Polls are conducted efficiently.

Sole traders and representatives of companies, and suitably qualified individuals may apply to be appointed as Accredited Entities and Registered Certifiers respectively by completing and submitting the online accreditation application Forms when Unitywater opens the intake for accreditation applications. All information relating to accreditation applications can be found on the [become accredited website](#).

All enquiries relating to accreditation application can be made to the Accreditation Coordinator at accreditation.coordinator@unitywater.com

8.1. Privacy

All information provided by applicants will be utilised for assessing applications for accreditation and for no other purpose. The privacy of the information contained in accreditation applications will be protected in accordance with the requirements of the *Information Privacy Act 2009* (Qld) and where applicable or required by Unitywater, the *Privacy Act 1988* (Cwlth).

8.2. Eligibility Criterion

Applicants must demonstrate that they have the capabilities and resources to adequately undertake the roles and responsibilities described in section 6 Roles and Responsibilities; Hence, applicants must substantiate all claims made in the accreditation application with supporting documentation (e.g. professional indemnity insurance policy currency certificate) that can be readily verified by Unitywater. Note that the requirements for supporting documentation are stated in the Accreditation Application form.

8.2.1. Accredited Entities

To be appointed as an Accredited Entity, each applicant entity must demonstrate that it has:

- a. The financial capacity to:
 - i. Establish and maintain professional indemnity, public liability, and workers compensation insurance policies;
 - ii. Support Registered Certifiers as mentioned in section 6.7 General Primary Obligation of Accredited Entities and Registered Certifiers.
- b. A Quality Management System that is certified by a third party to AS/NZS ISO 9001.

Information listed in **Table 4** must be submitted with applications for accreditation as an Accredited Entity.

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Table 4 - Eligibility Criterion to be appointed as an Accredited Entity

Criteria	Details	Minimum Requirement
Authorised Representative:	Contact details of an authorised representative including: 1. Name; 2. Position title; 3. Telephone number; and 4. Email address.	Accurate contact details of an authorised representative who can be readily contacted during business hours.
Company or business details:	The applicant must provide details to identify their company or business to enable searches on the company or business.	The applicant must provide the following details to Unitywater: 1. Address of registered office; 2. Australian Business Number (ABN); 3. Australian Company Number (CAN) (<i>if applicable</i>).
Financial Capacity:	The applicant must demonstrate that they have the financial capacity to support Registered Certifiers. In particular, financial capacity to maintain insurances.	Copy of an annual report and/or other financial statement showing for the previous and current financial year: 1. Statement (profit and loss) of financial performance; 2. Position (balance sheet); and 3. Cash flows.
Insurances:	The applicant must demonstrate that they have suitable: 1. Public liability; 2. Professional indemnity; and 3. Workers compensation Insurance.	Provide policy details and currency certificates for the following insurances: 1. Public liability (minimum \$20M); 2. Professional indemnity (minimum \$5M); and 3. Workers' compensation.
Quality Assurance Systems:	The applicant must demonstrate that they have quality assurance systems to support Registered Certifiers in the discharge of their responsibilities.	Provide third party certification of the Accredited Entity's, Quality Management System that is compliant to AS/NZS ISO 9001.

8.2.2. Insurances

The Accredited Entity must have relevant insurances to be eligible for Accreditation. The application for accreditation must be accompanied with copies of the details and currency certificates for the relevant insurances as follows:

- a. **Public Liability Insurance** (minimum \$20M); when a third party suffers injury or harm as a result of faulty materials, workmanship and/or design that has been certified as compliant with prescribed standard and fit for purpose;
- b. **Professional Indemnity Insurance** (minimum \$5M including \$5M per claim) that Unitywater can call on if certification causes financial loss to Unitywater or to cover the cost of rectification works;
- c. **Workers Compensation Insurance** as required by the *Workers' Compensation and Rehabilitation and Other Legislation Amendment Act 2003*.



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When the application for accreditation has been assessed and approved by Unitywater, the Accredited Entity must amend their policies as follows:

- a. Endorsement for Liability Certificates (**Public Liability Insurance**):
This policy must note the Northern SEQ Distributor-Retailer Authority, trading as Unitywater, as an interested party under this insurance for the purposes of the Unitywater Accreditation and Certification System; and
- b. Endorsement for Professional Indemnity Certificates (**Professional Indemnity Insurance**):
This policy must state that the policy “covers the activities of an Accredited Entity and associated Registered Certifiers under Unitywater’s Accreditation and Certification System”.
In the event that, Insurance Brokers are unwilling to include the above clause to the Professional Indemnity Insurance, the Applicant must request and submit a letter from their Insurance Brokers to confirm in writing that the Applicant’s Professional Indemnity Insurance covers the activities of the Unitywater Accreditation and Certification system under their policy.

The approved Accredited Entity must submit the updated insurances policies to Unitywater prior to Unitywater issuing the Accreditation Deed to the approved Accredited Entity, subject to the approved Accredited Entity satisfying all other criteria. Unitywater will not issue Accreditation Deeds to the approved Accredited Entities without proof that insurance policies as detailed above have been satisfactorily updated.

Following appointment as an Accredited Entity, the Accredited Entity must provide Unitywater with a copy of the policy details and currency certificates annually. Failure to provide this information will result in Unitywater taking appropriate actions in accordance with the Accreditation Deed.

8.2.3. Major Connections Certifier

Major Connections Certifiers may provide certifications for any type of non-trunk infrastructure connection, including the larger more complex multistage developments that involve construction, commissioning, and handover of network works. Hence, Major Connections Certifiers must have the requisite engineering knowledge to assess and certify connection approvals, engineering designs and asset handover packages. Consequently, individuals seeking to be appointed as Major Connections Certifiers must be a Registered Professional Engineers Queensland (RPEQ) and have prior relevant professional experience to enable them to successfully undertake their role. Accordingly, information listed in

Table 5 must be submitted with applications for accreditation as a Major Connections Certifier.

Table 5 - Eligibility Criterion to be appointed as a Major Connections Certifier

Criteria	Details	Minimum Requirement
Contact Details	Contact details: 1. Telephone; 2. Email; and 3. Postal Address.	Accurate contact details.
Qualification	The applicant must demonstrate that they: 1. Have adequate theoretical knowledge to certify that engineering designs are safe, prudent and efficient and	Registered Professional Engineer Queensland (RPEQ).

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Criteria	Details	Minimum Requirement
	<p>comply with prescribed standards.</p> <p>2. Comply with the requirements of the <i>Professional Engineers Act 2002</i> QLD.</p>	
Safety	The applicant must demonstrate understanding of responsibilities for safety of self and others in the workplace.	<p>Provide certificates from recognised training providers that the following training has been successfully completed:</p> <ol style="list-style-type: none"> 1. CPCCOHS1001A – Work Safely in the Construction Industry; 2. Confined Space Awareness; and 3. Working Safely at Heights Awareness. <p>Note:</p> <p>If the Applicant intends to be accredited as a Construction Certifier as well, the Applicant must complete the full training comprising of Theory and Practical aspects of both the Confined Space and Working at Heights.</p>
Experience	The applicant must demonstrate that they have experience and knowledge that would enable them to successfully discharge the responsibilities of a Major Connections Certifier.	<p>Curriculum Vitae (CV) of relevant recent experience totalling at least three years. The CV should be brief and consist of:</p> <ol style="list-style-type: none"> 1. A list of projects; 2. Name of developer of each project; 3. Telephone number of at least two (2) developers; 4. Concise (one or two sentences) description of the applicant's role in each project. The role must demonstrate relevant experience such as project management, applying for connection approvals, design of water and sewerage network works, supervision of works and commissioning and handover of assets; 5. Estimate of value of water supply and sewerage infrastructure for each project; and 6. Name and contact details of Local Government or Distributor-Retailer issuing approvals and accepting handover of assets.
Referees	The applicant must provide contact details of referees who can verify the experience of the applicant and who can attest to the ability of the applicant to successfully undertake the responsibilities of a Major Connections Certifier.	<p>Contact details of a minimum of two referees.</p> <p>Suitable referees include:</p> <ol style="list-style-type: none"> 1. Unitywater's Manager – Infrastructure Planning and Development or Development Services Manager; or 2. Unitywater's Development Services Senior team members e.g. Team Leaders or Principal Development Engineer/Officers; or 3. Development Services Managers of Councils in Unitywater's service area or other utilities where the applicant has worked on property development projects.

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8.2.4. Minor Connections Certifier

Minor Connections Certifiers will provide certifications for development projects that do not involve construction of network works. Such development projects will only involve the construction of water supply and/or sewerage property connections. The property connections may be other than a standard connection and in these instances the size of the water supply and sewerage connections will be proposed by the developer's hydraulic consultant and the configuration of the connections will be as detailed in the SEQ Code. Hence, a Minor Connections Certifier must have relevant prior experience in the development industry but need not have engineering qualifications.

Information listed in **Table 6** must be submitted with applications for accreditation as an Accredited Entity.

Table 6 - Eligibility Criterion to be appointed as a Minor Connections Certifier

Criteria	Details	Minimum Requirement
Contact Details	Contact details: 1. Telephone; 2. Email; and 3. Postal Address.	Accurate contact details.
Safety:	The applicant must demonstrate understanding of responsibilities for safety of self and others in the workplace.	Provide copy of certificate (white card) held for CPCCOHS1001A Work Safely in the Construction Industry.
Experience	The applicant must demonstrate that they have experience and knowledge that would enable them to successfully discharge the responsibilities of a Minor Connections Certifier.	Curriculum Vitae (CV) of relevant experience over past three years. The CV should be concise and consist of: 1. A list of at least six development projects; 2. Name of developer of each project; 3. Brief (one or two sentences) description of applicant's role in the water and sewerage aspects of each project. To demonstrate relevant experience previous roles must include making applications to obtain approval for water supply and sewerage connections; 4. Telephone number of each developer; and 5. Name and contact details of Local Government or Distributor-Retailer issuing approvals and accepting handover of assets for each project.
Referees	The applicant must provide contact details of referees who can verify the experience of the applicant and who can attest to the ability of the applicant to successfully undertake the responsibilities of a Minor Connections Certifier.	Contact details for a minimum of two referees. Suitable referees include: 1. Unitywater's Manager – Infrastructure Planning and Development or Development Services Manager; or 2. Unitywater's Development Services Senior team members e.g. Team Leaders or Principal Development Engineer/Officers; or 3. Development Services Managers of Councils in Unitywater's service area or other utilities where the applicant has worked on property development projects.

8.2.5. Construction Certifier

Construction Certifiers will inspect network works and provide certification of the extent and standard of completed works. Hence, Construction Certifiers must have sound and practical knowledge of civil construction standards and practice, in particular, the SEQ Code.

Information listed in **Table 7** must be submitted with applications for accreditation as a Construction Certifier.

Table 7 - Eligibility Criterion to be appointed as a Construction Certifier

Criteria	Details	Minimum Requirement
Contact Details	Contact details: 1. Telephone; 2. Email; and 3. Postal Address.	Accurate contact details.
Safety:	The applicant must demonstrate understanding of responsibilities for safety of self and others in the workplace.	Provide certificates from recognised training providers that the following training has been successfully completed: 1. CPCCOHS1001A Work Safely in the Construction Industry; 2. Confined Space Entry; and 3. Working Safely at Heights.
Qualifications	The applicant must demonstrate that they have sufficient theoretical knowledge of civil construction and practice to competently inspect and certify the as-constructed condition of water and sewerage assets.	Licensed Plumber and Drainer or Certificate IV in Civil Construction Supervision or higher tertiary engineering qualification.
Experience	The applicant must demonstrate that they have experience and knowledge that would enable them to successfully discharge the responsibilities of a Construction Certifier.	Curriculum Vitae (CV) of relevant experience over past three years. The CV should be concise and consist of: 1. A list of at least six development projects; 2. Name of developer of each project; 3. Brief (one or two sentences) description of applicant's role in the water and sewerage aspects of each project. The role must involve supervision of construction, or inspection of works, or undertaking construction activity in a leading hand or foreman role to demonstrate relevant experience.
Referees	The applicant must provide contact details of referees who can verify the experience of the applicant and who can attest to the ability of the applicant to successfully undertake the responsibilities of a Construction Certifier.	Contact details for a minimum of two referees. Suitable referees include: 1. Unitywater's Manager – Infrastructure Planning and Development or Development Services Manager; or 2. Unitywater's Development Services Senior team members e.g. Team Leaders or Principal Development Engineer/Officers; or 3. Development Services Managers of Councils in Unitywater's service area or other utilities where the applicant has worked on property development projects.



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8.3. New Entrants

Unitywater understands that there may be some applicants for accreditation as Registered Certifiers who are new to the industry and/or who have not previously been involved in development activities within Unitywater's service area. Unitywater may, at its discretion, allow new entrants to the development industry to act as Registered Certifiers on a trial basis. For this trial the applicant would be required to sign a Registration Deed Poll that would be limited to **two (2)** nominated projects and for a term not exceeding **twelve (12)** months.

Unitywater may approve applications from new entrant's subject to these applicants meeting the minimum requirements listed in **Tables 4, 5, 6 or 7** as relevant except for the experience criterion of the applicant and:

- a. Providing contacts for **two (2)** referees that can verify the applicant has the ability and capacity to undertake the responsibilities of the relevant category of accreditation with suitable training; and
- b. Satisfactorily completing all necessary certifications for:
 - i. **Two (2)** stages of a multi-stage development project or two individual developments of not less than **ten (10)** new lots each to qualify as a Major Connections Certifier and/or Constructions Certifier; or
 - ii. **Two (2)** property connections (other than standard water supply and sewerage connections) to qualify as a Minor Connections Certifier.

The applicant (New Entrant) must achieve a pass assessment on 67% of all audits of certifications before Unitywater will issue the Accreditation Deed or the Registration Deed Poll to be appointed as either an Accredited Entity or Registered Certifier.

8.4. Withdrawal of Application for Accreditation

The Applicant may withdraw their accreditation application by preparing and sending a request to Unitywater by email to the Accreditation Coordinator at, accreditation.coordinator@unitywater.com. The Applicant must state whether an Accreditation Deed or Registration Deed Poll has been signed by the Applicant.

When a request to withdraw an accreditation application is received, the Accreditation Coordinator will register the request in Unitywater's records management system and update the Accreditation Application Tracking Tool by recording the date on which the request was received.

If an Accreditation Deed or Registration Deed Poll has not been executed, the Accreditation Coordinator will issue a notification to the Applicant, within **five (5)** business days of receiving the request, that the application has been withdrawn. The Accreditation Coordinator will register a copy of the notification in the records management system and update the Accreditation Application Tracking Tool by recording the date on which the notification was issued, and the status of the application as "withdrawn".

If an Accreditation Deed or Registration Deed Poll has been executed, accreditation may only be withdrawn in accordance with the terms of the Accreditation Deed or Registration Deed Poll. If an Accredited Entity or Registered Certifier ends their accreditation under the respective Accreditation Deed or Registration Deed Poll, the Accreditation Coordinator will register the termination of the accreditation in Unitywater's records management system and update the Accreditation Application Tracking Tool by recording the date on which the accreditation ended. The Accreditation Coordinator will remove the names of the withdrawn Accredited Entity or Registered Certifier from the Accreditation Register on the Unitywater website.



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9. Contractual Relationships

Developers, developers' consultants, construction contractors, Accredited Entities and Registered Certifiers may have any form of contractual relationship that does not compromise the obligations of the Accredited Entity and Registered Certifier under the Accreditation Deed or Registration Deed Poll. For example, Accredited Entities must always satisfy their obligation to establish and maintain professional indemnity and public liability insurances in the forms specified in the Accreditation Deed and the Registered Certifier must always act first and foremost in the interest of Unitywater and its customers when providing certification services under the provisions of the Registration Deed Poll.

10. Assessment of Accreditation Application

Unitywater's assessment of accreditation applications will not involve Unitywater personnel interviewing the applicant.

10.1. Receipt and Acknowledgement of Application

The applicant will receive an acknowledgment via email following submission of the online application. The applicant must contact the Accreditation Coordinator at accreditation.coordinator@unitywater.com immediately if an acknowledgement email has not been received by the applicant.

The Accreditation Coordinator will register application documentation in Unitywater's records management system and enter application details into the Accreditation Application Tracking Tool.

10.2. Assessment of Applications

Unitywater's Accreditation Coordinator will assess the information provided in the application against the eligibility criterion stated in **Tables 4, 5, 6 or 7** as relevant to the application.

Unitywater's Accreditation Coordinator may verify all claims made in each application including contacting and interviewing all referees and authenticating all certificates by checking with the issuing entity.

10.2.1. Request for Information

If the application is incomplete and or clarification is required, the Accreditation Coordinator will issue a request for information. Requests for further information will be issued within **twenty-eight (28)** business days of receipt of the application. The Applicant will have **ninety (90)** business days to respond to the request for information.

If no response to Unitywater's request for information is received within **ninety (90)** business days of Unitywater issuing the request for information, the accreditation application will lapse.

If a response is received within **ninety (90)** days, the Accreditation Coordinator will complete assessment of the application and issue a Decision Notice to the Applicant within **twenty-eight (28)** business days of receipt of the response to Unitywater's information request.

10.2.2. Decision

Unitywater will assess the application, decide the application, and issue a decision about the application within **twenty-eight (28)** business days of receipt of the application or further information will be requested as detailed in section 10.2 Assessment of Applications.

The Accreditation Coordinator will only approve an accreditation application for appointment as:

- a. An Accredited Entity, when the Accreditation Coordinator is satisfied that the applicant entity:



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- i. Is a legitimate company or individual (e.g. sole trader) with the capacity to fulfil the responsibilities of an Accredited Entity;
 - ii. Has sufficient financial capacity and stability to support Registered Certifiers by maintaining insurances specified in **Table 4**; and
 - iii. Has the resources and capability to maintain or to establish and maintain quality systems as specified in **Table 4** that can be used by Registered Certifiers to support them to carry out their responsibilities.
- b. A Registered Certifier, when the Accreditation Coordinator is satisfied that the applicant:
- i. Holds the compulsory qualification stated in **Table 2** relevant to the category of accreditation; and
 - ii. Holds requisite safety qualifications; and
 - iii. Has the required minimum experience; or
 - iv. Commits to a trial accreditation as set-out in section 8.3 New Entrants.

If an application is not approved, the Decision Notice will contain reasons for not approving the application.

Successful applicants will be offered training. See Section 12 Training.

11. Appeal

If Unitywater does not approve an accreditation application, the Applicant may, within **twenty (20)** business days of Unitywater issuing its decision, appeal (dispute) the decision by completing the dispute notice attached to the Decision Notice and submitting the completed dispute notice to Unitywater by email to accreditation.coordinator@unitywater.com.

In the instance that Unitywater has issued a refusal Decision Notice and Unitywater does not receive a dispute notice within **twenty (20)** business days of issuing the Decision Notice the applicant must submit a new accreditation application.

If Unitywater receives a dispute notice within **twenty (20)** business days of Unitywater issuing a Decision Notice, the Accreditation Coordinator will register the dispute notice in Unitywater's records management system and update the Accreditation Application Tracking Tool accordingly to ensure that the dispute notice is reviewed and responded to within **twenty (20)** business days.

The Accreditation Coordinator and other senior Unitywater team member will convene to review the dispute notice.

If the original decision to refuse the accreditation application is upheld, the Accreditation Coordinator will:

- a. Issue correspondence to the Applicant, within **twenty (20)** business days of receiving the dispute notice, stating that the original decision is maintained and that there is no further avenue of appeal; and
- b. Register the correspondence in Unitywater's records management system and Update the status of the application to "completed" in the Accreditation Application Tracking Tool.

In the event that the original decision to refuse the application is not upheld, the Accreditation Coordinator will:

- a. Issue an approval Decision Notice within **twenty (20)** business days of receiving the dispute notice. The Decision Notice will indicate that Applicant must undertake training appropriate for the category of accreditation and direct the Applicant to apply for training; and

- b. Register the Decision Notice in the Unitywater's records management system and update the status of the application to "training" in the Accreditation Application Tracking Tool.

12. Training

To ensure that entities and individuals have the competencies specified in **Table 3** to successfully undertake their relevant roles and responsibilities as Accredited Entities and Registered Certifiers, Unitywater will provide training as set-out in **Table 8**.

Table 8 - Training Matrix

Training Matrix				
Training Module	Accredited Entity	Major Connections Certifier	Minor Connections Certifier	Construction Certifier
Unitywater Accreditation and Certification System	✓	✓	✓	✓
Legislation, statutory and other relevant standards	✓	✓	✓	
Connection Approval Process	✓	✓	✓	✓
Connection Application Assessment and Preparation of Draft Decision Notices		✓	✓	
Calculate Infrastructure Charges and Prepare Draft Infrastructure Charges Notices		✓	✓	
Assessing Water Supply Reticulation Design Drawings		✓		
Assessing Sewerage Reticulation Design Drawings		✓		
Pre-Start Meeting Process		✓		✓
Construction Inspection and Certification of Works		✓		✓
Preparation and Submission of Provisional Certificate of Completion Package		✓		✓
Preparation and Submission of Certificate of Completion (WITHOUT Networks Works) Package			✓	
Preparation and Submission of Certificate of Completion (WITH Networks Works) and On Maintenance Package		✓		✓
Connections to Unitywater's Networks		✓		✓
Off Maintenance Acceptance Process		✓		✓

Notes: ✓ = training module must be successfully completed prior to Unitywater issuing an Accreditation Deed or Registration Deed Poll for signature and subsequent appointment of an Accredited Entity or Registered Certifier respectively.



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Approved Applicants must successfully complete the designated training modules, including assessments where required, before they can be appointed by Unitywater as Registered Certifiers in the relevant category.

Director/s and or Partner/s for an Accredited Entity application **must** attend the compulsory training for an Accredited Entity before they can be appointed by Unitywater as an Accredited Entity.

12.1. Purpose of Training

Training and competency assessments will be conducted as described in Part C Training of this Manual. The purpose of training will be to provide essential information particular to preparing and issuing certifications to Unitywater, including:

- a. Compliance with relevant legislation, the Connections Policy, and the Schedule of Works;
- b. Obligations of Accredited Entities and Certifiers under the Accreditation Deed or Registration Deed Poll;
- c. The certification process; and
- d. Expected outcomes of the certification process such as:
 - i. Draft Decision Notices are drafted with lawful, reasonable, and relevant conditions;
 - ii. Assets donated to Unitywater comply with the relevant connection approval and are prudent and efficient;
 - iii. The standard of assets donated to Unitywater comply with the SEQ Code or a business case is provided which justifies an alternate solution; and
 - iv. The standard of documentation submitted to Unitywater complies with the relevant requirements of Part B of this manual and/or the SEQ Code.

Unitywater will not train Registered Certifiers in the specialist technical competencies of their role; e.g. project management, engineering design or inspection and assessment of the standard of civil construction. It is expected that each applicant must have the requisite specialist technical knowledge and experience to undertake the role for which they apply to be accredited and demonstrate these capabilities in their accreditation application.

12.2. Administration of Training

Once the Accreditation Coordinator has approved an accreditation application, the successful applicant will be required to apply for training in a block that they can commit to completing within **ninety (90)** business days.

The Accreditation Coordinator will schedule training to ensure the required training can be completed within **ninety (90)** business days.

Unitywater will conduct the training online or in person in Caboolture, Queensland.

Approved Applicants will undertake the scheduled training in accordance with the assigned training schedule or as otherwise approved by the Accreditation Coordinator.

If the approved Applicant does not successfully complete all training and pass all assessments within the **ninety (90)** business days or as otherwise approved by the Accreditation Coordinator, the accreditation application will lapse. In this event the Accreditation Coordinator will update the status of the application to “lapsed” in the Accreditation Application Tracking Tool.

Unitywater will issue certificates of competencies for all relevant training modules successfully completed by the approved applicant.

When the approved applicant successfully completes all assigned training modules, the Accreditation Coordinator will issue an Accreditation Deed or Registration Deed Poll to the successful applicant for signature and update the Accreditation Application Tracking Tool by

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changing the status of the application to “deed execution and appointment”. The training is valid for a period of 12 months. If the applicant is not appointed within this period, the applicant must either undertake refresher training at the discretion of the Accreditation Coordinator or apply for the next accreditation intake.

13. Appointment

13.1. Accreditation Deed

To be appointed as an Accredited Entity, the successful applicant must enter into an Accreditation Deed which will be provided by Unitywater.

To be appointed as a Registered Certifier, the successful applicant must sign a Registration Deed Poll which will be provided by Unitywater.

Some of the primary obligations of Accredited Entities and Registered Certifiers under their respective deeds are summarised in section 6.7 General Primary Obligation of Accredited Entities and Registered Certifiers. Applicants are responsible for reading and understanding the complete terms of the relevant deeds.

Unitywater will not enter into negotiation of special or different terms and conditions of the Accreditation Deed nor the Registration Deed Poll with individual entities or persons. This is to ensure that no commercial advantage is given to any Accredited Entity or Registered Certifier.

Unitywater’s Accreditation Deed and Registration Deed Poll are designed to accommodate a broad range of commercial relationships between Accredited Entities, Registered Certifiers and the developer’s consultants and contractor (see Section 9 Contractual Relationships).

13.2. Accreditation Deed Execution

Once an approved applicant for an Accredited Entity successfully completes training and satisfies all other requirements, Unitywater will prepare and issue the Accreditation Deed to the approved applicant electronically. The approved applicant will sign and email the signed Accreditation Deed to Unitywater.

Within **ten (10)** business days of receiving the copies of the Accreditation Deed signed by an approved Applicant, the Accreditation Coordinator will arrange for both copies of the Accreditation Deed to be signed and executed by Unitywater’s delegate.

13.3. Registration Deed Poll Execution

Once an approved applicant successfully completes all relevant training and satisfies all other requirements, Unitywater will prepare and issue the Registration Deed Poll to the approved applicant electronically. The approved applicant is to sign and email the signed Accreditation Deed to Unitywater.

The Registration Deed Poll is not required to be signed by Unitywater. The applicant will receive confirmation of appointment through the process described in section 13.4 Appointment.

13.4. Appointment

When Unitywater executes the Accreditation Deed or receives an executed Registration Deed Poll, Unitywater will appoint the Approved Applicant, as an Accredited Entity and/or Registered Certifier, by:

- a. Preparing and signing a letter of appointment;
- b. For Accredited Entities only, emailing a copy of the executed Accreditation Deed;



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- c. Issuing a letter of appointment to the approved applicant;
- d. Updating the status of the application to “appointed in the Accreditation Application Tracking Tool”;
- e. Publishing the Accredited Entity’s or Registered Certifier’s details in the Accreditation Register on Unitywater’s website;
- f. Providing access to Objective Share folders to Registered Certifiers to access the uCertify Newsletter, A&C Training materials, uCertify Technical Group & Strategy group minutes and actions registers for reference;
- g. Provide a Go2Assets License to all Construction Certifiers and Major Connection Certifiers;
- h. Enter all newly appointed Registered Certifiers and Accredited Entities into Unify and mark their category as ‘active’.

13.5. Term of Appointment

The initial term of appointment will be for two years.

14. Renewal of Accreditation

Subject to Accredited Entities demonstrating that they have the financial capacity and resources to provide support to Registered Certifiers as described in Section 8.2 Eligibility Criterion, Unitywater will consider offering Accredited Entities a new Accreditation Deed prior to the expiry of their current Accreditation Deed.

Unitywater will only consider offering a new Registration Deed Poll to Registered Certifiers achieving a satisfactory level of performance as detailed in **Table 9** below.

Table 9 - Criteria for Renewal of Registration Deed Poll for Registered Certifiers

Category	Satisfactory Level of Performance
Major Connections Certifier	<ol style="list-style-type: none"> a. Maintained Registered Professional Engineer Queensland (RPEQ) status; b. Managed the end-to-end certification process for at least six stages of development or six individual developments over the two-year period of the Registration Deed Poll; and c. Achieved a pass assessment for 67% of all audits of certifications (see section 15 Performance Management).
Minor Connections Certifier	<ol style="list-style-type: none"> a. Submitted at least six certifications over the two-year period of the Registration Deed Poll to Unitywater; and b. Achieved a pass assessment for 67% of all audits of certifications (see section 15 Performance Management).
Construction Certifier	<ol style="list-style-type: none"> a. Submitted certifications for at least six stages of development or six individual developments over the two-year period of the Registration Deed Poll; and b. Achieved a pass assessment for 67% of all audits of certifications (see section 15 Performance Management). c. Conducted inspections in accordance with pre-starting meeting records in all instances.



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In instances where Registered Certifiers have not achieved the above standard of performance, Unitywater may consider offering a non-standard Registration Deed Poll thus providing opportunity for the Registered Certifiers to improve their proficiency and demonstrate that they are capable of continuing as a Registered Certifiers.

For such a trial the Registered Certifier would be required to sign a Registration Deed Poll including any provisions that Unitywater requires, and that would be limited to a time not exceeding **twelve (12)** months and completion of **two (2)** nominated projects as follows:

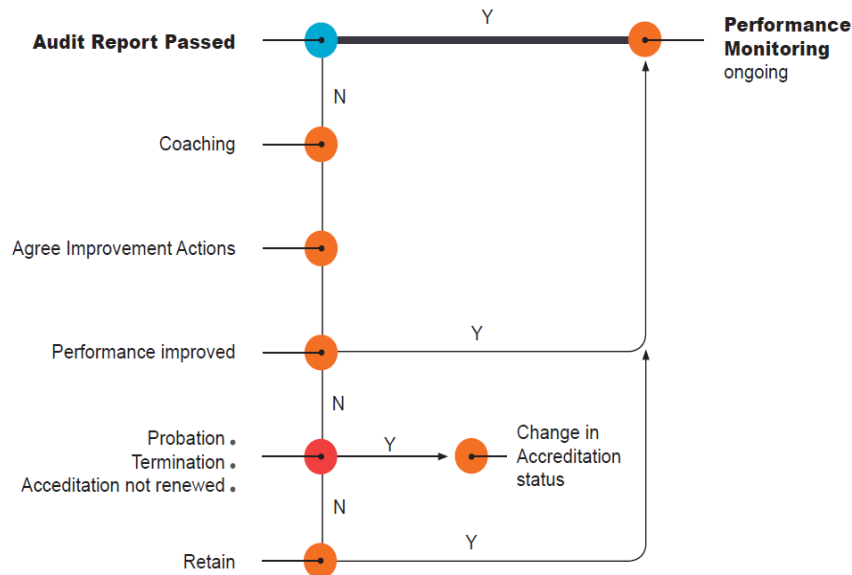
- a. For Major Connections Certifiers, two stages of a multi-stage development project or **two (2)** individual developments of not less than **ten (10)** new lots; or
- b. For Minor Connections Certifiers, two developments involving other than standard water supply and sewerage connections.

To be considered for a new standard Registration Deed Poll, the applicant must achieve a pass for all audits of certifications. Unitywater will audit all certifications during the trial period.

15. Performance Management

The performance of Registered Certifiers will be managed in accordance with the process shown in Figure 3.

Figure 3 – Performance Management Process



Unitywater will assist Accredited Entities and Registered Certifiers to attain a satisfactory level of proficiency to enable them to maintain their accreditation. This assistance may take the form of:

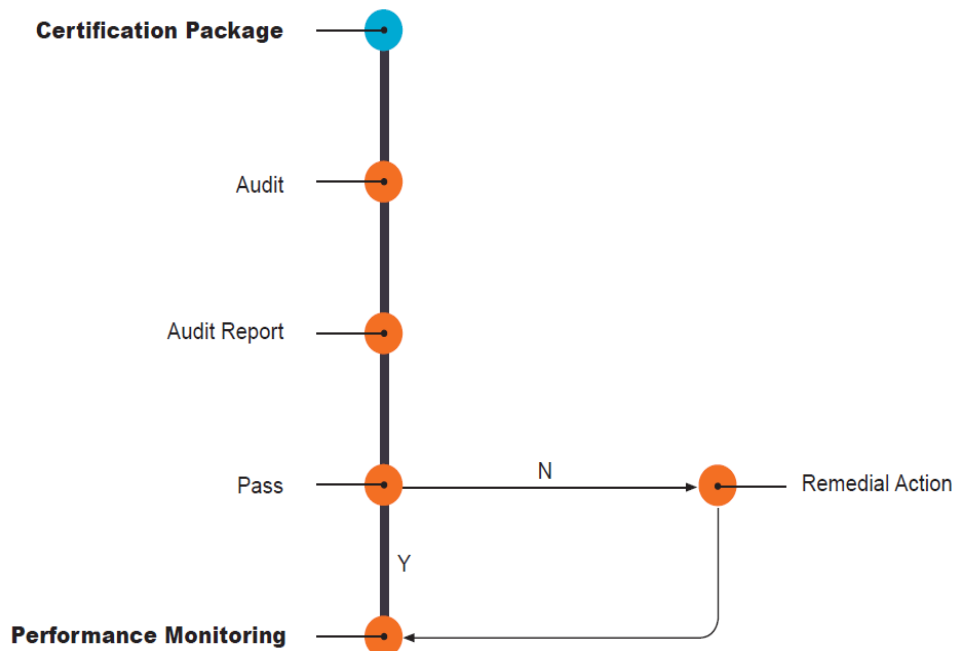
- Training** to enable Accredited Entities and Registered Certifiers to successfully undertake their respective roles in accordance with the Accreditation Deed or Registration Deed Poll;
- Auditing** certified submissions and providing feedback to the relevant Accredited Entity and Registered Certifier. A copy of each audit report may be made available to the relevant Registered Certifier and Accredited Entity. In the instance of an audit identifying items within the certification package are unsatisfactory, the audit report will state what action must be taken to improve and/or take any necessary remedial action;
- Counselling** Registered Certifiers and Accredited Entities who have issued certifications that are not compliant with legislation, the Connections Policy, the Accreditation Deed, Registration Deed Poll, the connection approval and/or principle design aspects of the SEQ Code or that result in outcomes that do not satisfy the prudence and efficiency test or that have adverse impacts on public health and safety or the environment.

Given this commitment, Unitywater expects that Accredited Entities and Registered Certifiers to act in accordance with the requirements of the Accreditation Deed and the Registration Deed Poll, undertake relevant professional development and provide adequate resources to attain and maintain a satisfactory level of proficiency.

15.1. Auditing

Unitywater will audit certifications to determine if they comply with legislation and prescribed standards and determine if they achieve the overall objective of providing infrastructure that will deliver safe and reliable water supply and sewerage services to Unitywater's customers at least lifecycle cost. The audit of certifications will be managed in accordance with the process shown in Figure 4.

Figure 4 – Audit Process



In the initial two-year term of accreditation, Unitywater intends to audit certifications as often as possible to assist the Registered Certifiers to improve their competency, as well as establish a satisfactory level of proficiency. Subject to Registered Certifiers satisfying the proficiency standard stated in **Table 9**, Criteria for Renewal of Registration Deed Poll for Registered Certifiers Unitywater may audit certifications less frequently. Any audit of a certification that results in the certification package not progressing is likely to trigger more frequent auditing of certifications submitted by the particular Registered Certifier.

Unitywater may audit certifications at any time including after the Off-Maintenance certificate has been issued to the developer.

15.1.1. Process

The role of the Registered Certifier (see section 6 Roles and Responsibilities) includes assessment of developers' connection applications (including certification of network works) and preparation of draft Decision Notices and documentation to justify Unitywater issuing Provisional Certificates of Completion and Certificates of Completion.

In accordance with the requirements of the *SEQ Water (Distribution and Retail Restructuring) Act 2009*, Unitywater must sign and issue all Decision Notices and Infrastructure Charges Notices (statutory notices). In addition, Unitywater will, sign and issue all Provisional Certificates of Completion and Certificates of Completion that have been prepared by the Registered Certifier.

Registered Certifiers will prepare certification packages that will include the developer's connection application, or developer's requests for Provisional Certificates of Completion or Certificates of Completion. See **Part B** of this manual.

Upon receipt of certification packages from the Registered Certifier, Unitywater will:

- a. Register the certification packages in Unitywater's Records Management System (Objective), update the Connection Applications Tracking Tool (Unify) with relevant status (e.g. for a request for Certification of Completion the status of the application will be set to "certificate of completion"); and



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- b. Record the certification package in the Audit Scheduling and Tracking Tool (Unify) and assign a Development Officer.

The Team Leader will determine if the certification package is to be:

- a. Audited prior to approval; or
- b. Audited at a later time; or
- c. Not audited at all.

The decision to audit a certification package and the timing of the audit will be determined in accordance with the decision tree set out in section 15.1.2 Decision Tree.

Unitywater's Development Officer will schedule all audits in Unitywater's Audit Scheduling and Tracking Tool. The reason(s) for conducting an audit or not conducting an audit of any particular certification package and the timing of an audit will be recorded in this tool. It is essential to record the previously mentioned reasons in the interests of transparency of decision making and probity of audits.

Unitywater's Development Services Manager will regularly review audit records and take any necessary action to ensure that certification packages are being audited from any particular Registered Certifier with sufficient frequency to drive improvement in proficiency and to effectively manage risk (see section 15.1.2 Decision Tree).

In instances where non-conformances are identified by an audit, the Registered Certifier will be notified of the non-conformance and required to take remedial action (e.g. reassess the application, amend the draft Decision Notice and submit a new certification package) to enable the certification package to progress. The issuing of statutory notices and certificates will then be subject to delay until effective remedial action is taken by the Registered Certifier (no specified time period) and a second audit is undertaken by Unitywater.

15.1.2. Decision Tree

Certifications will be audited based upon an assessment of the level of risk to Unitywater's customers, public health and safety, environmental health and Unitywater's reputation.

The level of risk will be assessed by Unitywater in accordance with Unitywater's Risk Assessment procedure using the consequence table and [risk matrix](#) on page 115,116 & 117.

When it is assessed that there is a high or extreme level of risk, the certification package will be audited by Unitywater.

Certifications involving the following are, by default, assessed as having a high or extreme level of risk:

- a. Works, external to a development site, in road, park, reserve or open space controlled by a local government (Council) or the Queensland Government;
- b. A staged connection application (first connection application, not for subsequent approval of network works);
- c. Statements of Alternative Solutions;
- d. Non-standard conditions of approval;
- e. Requests for Certificate of Completion.

If the risk is assessed as not greater than moderate, Unitywater will assess the consequence of potential non-compliance with legislation, administrative process, or prescribed standards. If the consequence is assessed as:



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- a. *Insignificant or low*; the certification may not be audited;
- b. *Moderate or high*; the certification will be audited. The audit may be conducted at any time but preferably at the earliest possible time before connection of the development to Unitywater's networks;
- c. *Extreme*: the certification will be audited by Unitywater.

15.1.3. Auditing – Progressing or Not Progressing

Unitywater's Development Officer may audit each certification package to determine:

- a. Conformance with legislation and Unitywater's Connections Policy;
- b. Conformance with prescribed administrative process; and
- c. Achievement of the following required outcomes:
 - i. Delivery of prudent and efficient assets which comply with the SEQ Code delivering least lifecycle cost services to the customer;
 - ii. Protection of public and environmental health; and
 - iii. No increase in the cost of services to Unitywater's customers.

Assessment Checklists are available for each submission package via chevron dropdown on the [Submit a Certification Package](#) webpage. These Assessment Checklists align with the content of the online application forms and content requirements of the various types of certification packages (see [Part B](#) of this manual). These Assessment Checklists should be used by Registered Certifiers to assist in the preparation and completeness of submitted certification packages and subsequent audits of these packages.

Packages will be assessed per aspect. For example, a combined application for approval of connections and network works is made up of four aspects:

1. The connection application;
2. The Infrastructure Charges Notice;
3. The network works application;
4. Decision Notice.

Similarly, for the construction phase an On-Maintenance package for water and sewer has **two (2)** aspects i.e. on maintenance (water supply) and or on maintenance (sewer).

Non-conformances have been weighted depending on risks associated with items listed under 15.1.3 (a) to (c) above. The non-conformances are weighted as less than 10 (minor non-conformances) or 10 (major non-conformance).

If the audit establishes a score greater than 0 in each aspect this will result in one (1) of two (2) outcomes.

Outcome 1 would be for Unitywater to intervene with the identified audit item to correct and allow the certification package to progress. Unitywater will provide the audit score and instructions relevant to the items that Unitywater intervention occurred. The Registered Certifier must take steps to improve performance on these items for future certification package submissions.

Outcome 2 will be to reject the certification package and require the Registered Certifier to take appropriate remedial action to correct the identified non-conformances before Unitywater will issue the Decision Notice, Infrastructure Charges Notice, Provisional Certificate of Completion or Certificate of Completion as applicable.

Unitywater has listed the weighted scores for non-conformances in the submission checklist to assist the Registered Certifier in understanding how they will be applied by the Development Officer.



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15.1.4. Audit Reports

Unitywater will prepare an audit report for each audit.

A copy of each audit report will be made available to the relevant Registered Certifier and Accredited Entity upon request. If the audit has identified non-conformances, a copy of the audit report will be provided to the certifier with notification that either Outcome 1 or Outcome 2 as specified in 15.1.3 is applicable.

Audit reports will be used for performance management.

If the Registered Certifier disagrees with the audit report, the Registered Certifier may dispute the audit report by completing the [Audit Outcome Dispute Notice](#) (online form) available on the website and submitting it to Unitywater by email to development.certification@unitywater.com. If the Registered Certifier does not issue a dispute notice to Unitywater within **five (5)** business days, the Registered Certifier must accept the findings of the audit report and act on the direction given in the audit report.

The findings of each audit report will be recorded by the Unitywater's Development Officer in Unitywater's Audit Scheduling and Tracking Tool and Record Management Tool. In the instance of audit report with identified non-conformances, Unitywater's Development Officer will notify the relevant Team Leader or the Development Services Manager who will peer review the decision and if in agreement, will forward the audit report to Unitywater's Accreditation Coordinator. Following the **five (5)** business day period in which the Registered Certifier may dispute the audit finding and, in the event, that no dispute notice is received by Unitywater, the Accreditation Coordinator may prepare and issue a Performance Improvement Notice (PIN) to the relevant Registered Certifier. The Registered Certifier will be required to act on the Performance Improvement Notice and report to Unitywater on progress in accordance with the direction given in the Performance Improvement Notice.

15.1.5. Directions in an Audit Report

In the instances when an Audit Report gives direction to an Accredited Entity and/or Registered Certifier, the direction will be verified, by signature, prior to it being issued by:

1. A Registered Professional Engineer (RPEQ) when direction on design of infrastructure or design parameters is given, except where the direction given by a Unitywater Development Services Team Member is consistent with a prescribed standard, such as the SEQ Code, or a Unitywater published and publicly available infrastructure standard; and/or
2. Unitywater Development Services Team Leader or more senior officer of Unitywater when the issue is in relation to business process, legislation, policy and/or prescribed standards; and/or
3. The Development Services Manager or more senior officer of Unitywater when direction is given to change infrastructure that has been constructed in accordance with the relevant connection approval.

The Registered Certifier must immediately bring to the attention of the Development Services Manager, the Accreditation Coordinator and the Accreditation & Certification Officer of any direction not verified by a person not nominated above.

15.2. Monitor Performance

Unitywater's Accreditation Coordinator will regularly access and utilise the Performance Management Tool to review and assess the performance of individual Accredited Entities and Registered Certifiers.

This will involve checking:



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- a. Compliance with Performance Improvement Notices (PINs); and
- b. For each individual Registered Certifier, the number of audit assessments with identified non-conformances as a percentage of the total number of Certification Packages submitted by the Registered Certifier.

If Registered Certifiers are not complying with or making satisfactory progress with actions identified in the Performance Improvement Notices and/or achieving a satisfactory standard of proficiency as detailed in **Table 9**, Unitywater's Accreditation Coordinator must escalate performance management as set-out in Section 15.3 Escalate Management of Performance.

15.3. Escalate Management of Performance

In the event that a Registered Certifier is not satisfactorily complying with a performance improvement notice or is not achieving the minimum standard of performance set-out in **Table 9**, the Accreditation Coordinator will prepare a list of required improvement actions and hold a performance review meeting with the Registered Certifier (and a representative of the relevant Accredited Entity, if appropriate) to agree on required improvement actions.

If the Accredited Entity and Registered Certifier agree to the required improvement actions:

- a. The Accreditation Coordinator will document and register the agreed improvement actions in Unitywater's records management system and update the Performance Management Tool and the Audit Scheduling and Tracking Tool as necessary;
- b. The Registered Certifier will act on the agreed actions and report on progress with implementation of the agreed actions. Progress reports will be registered by Unitywater in Unitywater's records management system and the Performance Management Tool as necessary to maintain an accurate record of performance.

If the Accredited Entity and/or the Registered Certifier does not agree with the required improvement actions:

- a. Unitywater's Accreditation Coordinator will consult with Unitywater's Legal Services Branch about performance management measures that may be imposed on the Registered Certifier including revocation, suspension, or probation under the performance management provisions of the Accreditation Deed or the Registration Deed Poll;
- b. The Accreditation Coordinator will then prepare and issue to the Accredited Entity and/or Registered Certifier (including registration in Unitywater's records management system) a performance management notice (correspondence) which will state Unitywater's position and actions that must be undertaken by the Accredited Entity and/or Registered Certifier. The performance management notice may include notice of Unitywater's intention to revoke or suspend the accreditation of the Accredited Entity and/or Registered Certifier or place the Accredited Entity and/or Registered Certifier on probation and request the Accredited Entity and/or Registered Certifier to show cause why such Unitywater should not take such action. The Accreditation Coordinator will update the Performance Management Tool accordingly.
- c. The Accredited Entity and/or Registered Certifier must respond within specified timeframes. The timeframe for response will not be more **five (5)** business days. If no response is received within the specified time, the Accreditation Coordinator may without further notice or consultation take action under the Accreditation Deed or the Registration Deed Poll to revoke or suspend the accreditation of the Accredited Entity and/or Registered Certifier or place the Accredited Entity and/or Registered Certifier on probation.

15.4. Dispute of Performance Management Notice

Following review of the performance management notice, the Accredited Entity and/or Registered Certifier may dispute the notice by preparing and issuing a notice of dispute to Unitywater within **five**



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(5) business days of receiving the performance management notice. The dispute notice must include reasons why the Accredited Entity and/or Registered Certifier disagrees and detail actions that the Accredited Entity and/or Registered Certifier is prepared to take to address the performance management issues identified by Unitywater.

Upon receipt of the notice of dispute, the Accreditation Coordinator will register the notice in Unitywater's records management system and update the Performance Management Tool.

The dispute notice will be reviewed by Unitywater's Accreditation Coordinator in consultation with Legal Services and the Manager Infrastructure Planning and Development and consideration will be given to resolving the dispute as suggested in the notice by the Accredited Entity and/or Registered Certifier.

15.4.1. Dispute Resolved

If an acceptable way forward is suggested in the dispute notice:

- a. The Accreditation Coordinator will prepare and issue (including registration in Unitywater's records management system) a revised Performance Improvement Notice;
- b. The Accredited Entity and/or Registered Certifier will be required to act on the revised Performance Improvement Notice and report on progress with implementation. Unitywater's Accreditation Coordinator will register progress reports in Unitywater's records management system and update the Performance Management Tool and Audit Scheduling and Tracking Tool as necessary to check on and maintain an accurate record of performance.

15.4.2. Dispute not Resolved

In the event that Unitywater cannot agree with the Accredited Entity's and/or Registered Certifier's proposals for resolution of the dispute or justification why Unitywater should not take action to revoke or suspend the accreditation of the Accredited Entity and/or Registered Certifier or place the Accredited Entity and/or Registered Certifier on probation, direction on the subsequent suspension, probation and or revocation of accreditation may only be given by the Accreditation Coordinator as determined in consultation with Legal Services and the Manager Infrastructure Planning and Development and:

- a. Unitywater's Legal Services will take action in accordance with the terms of the relevant Accreditation Deed or Registration Deed Poll;
- b. Unitywater's Accreditation Coordinator will update the Accreditation Register and the Performance Management Tool appropriately.



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16. Fees

Accredited Entities and Registered Certifiers will set or negotiate their own fees for certification services provided to the development industry. Fees charged by Accredited Entities and Registered Certifiers to developers for certification services will not be controlled in any way by Unitywater.

Unitywater will charge Accredited Entities a fee for submission of each certification package and each amended version of any particular certification package and to issue Provisional Certificates of Completion and Certificates of Completion. The amount of the fees will be published on Unitywater's website.

Unitywater will not assess connection applications provided in certification packages, issue Decision Notices, Infrastructure Charges Notices, Provisional Certificates of Completion or Certificates of Completion until all fees due to Unitywater are paid.

Part B – CERTIFICATION (Non – Trunk)

1. Introduction

Management of connection applications is limited to **Other** or **Staged** Connection Applications with associated **non-trunk** infrastructure works and is subject to the other limitations stated in Part A, section 1.1 Limitations of this document.

1.1. Tools, Business Systems and Access

All forms, checklists, Guidelines and templates used in the certification processes are online on the Unitywater [Submit a Certification Package](#) webpage. The Registered Certifiers must always use the current versions of the documents accessible online to submit certification packages. Hardcopy documents downloaded from elsewhere, e.g. Google, will not be accepted by Unitywater and any use of these documents will result a failed audit.

The applicant (e.g. the developer) must only engage Accredited Entities and Registered Certifiers from Unitywater's list of Accredited Entities displayed on Unitywater's webpage at: [find-a-certifier](#).

2. Unitywater Application and Certification Advice

Prospective developers, Applicants and Registered Certifiers will often benefit from seeking Unitywater's written advice prior to lodging a Connection Application.

A **Services Advice Notice (SAN)** is advice provided by Unitywater to Applicants with information often comprising type, scale, intensity, and timing of development. Refer to Section 2.1 for more details.

SAN requests should not be submitted by Registered Certifiers to enquire about application assessment advice.

Registered Certifiers are encouraged to use alternative means to request specific information relating to assessment, such as [Certification Advice Notices \(CAN\)](#), [Eligibility Request – Exceeding Planning Assumptions](#), and Certification Advice Enquiries (CAE).

A **Certification Advice Notice (CAN)** is a response by Unitywater to a request from a Registered Certifier for specific assessment advice that relates to an application certification package that has not yet been submitted for approval (in-flight applications are excluded). Advice provided by Unitywater would be typically focused on assessment and activities related to decision making by the Registered Certifier, including proposals under a *Statement of Alternative Solutions*, or drafting of specific conditions. Refer to Section 2.2 for more details.

An **A&C Eligibility Request – Exceeding Planning Assumptions** request may be submitted by Registered Certifiers to Unitywater in the course of performing a [Network Demand Assessment](#) in accordance with section 3.3.2.4 Network Demand Assessment. Responses to these requests are intended to ensure that proposed network demands by prospective development does not, or will not, exceed Netserv Plan Planning Assumption demands, including Unitywater Minimum Standard of Service, Fire Fighting. Refer to Section 2.3 for more details.

A **Certification Advice Enquiry (CAE)** is a type of request for Registered Certifiers intended to assist in providing general advice about Accreditation and Certification System described in Part B of this Manual, procedures, use of online submission forms, templates and tools, application eligibility, status of submitted applications. Refer Section 2.4 for more details.



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2.1. Services Advice Notice

In accordance with section 99BRAC of the DR Act, applicants may request advice on a proposed connection for a development before they make a connection application.

A Services Advice Notice (SAN) request is not an application for connection and Unitywater's response cannot be construed as granting approval to connect. Further information about Services Advice Notices is available in section 2 of Unitywater's [Connections Administration Manual](#).

Services Advice Notice requests are intended for applicants such as developers, town planners, design consultants, or surveyors. They are not intended to provide advice relating to assessment of applications by Certifiers under the Accreditation and Certification System.

Services Advice Notices will continue to be managed directly by Unitywater and do not form part of the functions carried out by Accredited Entities and Registered Certifiers for Unitywater. The Applicant, developer or the developer's consultant may apply directly to Unitywater for a Services Advice Notice.

Applicants may also request Services Advice Notices to:

1. Get direction on the design of complex/high risk connection applications; or
2. Seek clarification for proposed deviations from design standards e.g. the SEQ Code, or Unitywater infrastructure standards.

Registered Certifiers should ask the Applicant if a Services Advice Notice has been obtained previously for the proposed development and connection application to ensure any advice provided by Unitywater has been properly considered and implemented in the Applicant's design documentation.

2.2. Certification Advice Notice (CAN) requests

Registered Certifiers will use the online form, [A&C Certification Advice Notice](#) to submit Certification Advice Notice requests (CANs) at submit a certification package.

Certification Advice Notices (CANs) are intended to provide Registered Certifiers with:

- Specific assessment advice, *for example*:
 - *in the case of a water supply main servicing lots on a road cul-de-sac layout, is a looped main or link main more appropriate, where an option exists for a link main, or*
 - *where these options may not be feasible, is design for installation of a reduced diameter PE water supply main with flushing point permitted?*
- Advice relating to assessment and activities related to decision making, for example:
 - Non-standard network infrastructure (not trunk) such as deep sewers,
 - Draft Decision Notice specific conditions, including non-standard timing, or
 - Statement of Alternative Solutions (SoAS) justification and effective documentation.

Unitywater will respond to CAN requests by email and the advice provided may be used by Registered Certifiers in support of an A&C certification package submission.

CANs are not intended to provide Certifiers with application status advice, design advice, including assessment of design options, or compliance with the SEQ Code.

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2.3. Eligibility Requests – Exceeding Planning Assumptions

Section 3.3.2.4 Network Demand Assessment outlines the assessment requirements for Registered Certifiers in ensuring that proposed development demands on the network meet and do not exceed:

- For the existing water supply network, the available Minimum Standard of Service, Fire Fighting flows; and
- For water supply and sewerage networks, the Netserv Plan planning assumption forecast demands by more than 10%.

Note: Assessment of a 1 into 2 lot subdivision does not require prior approval of demand by Network Planning before submission, as it will always exceed the demand by 10%.

Where proposed network demands by a prospective development exceed Netserv Plan Planning Assumption demands (refer to section 3.3.2.4 Network Demand Assessment), a Registered Certifier shall seek Unitywater advice to confirm whether a certification package application is eligible for submission without the requirement for further network analysis modelling and reporting.

Registered Certifiers will make this request online using the [A&C Eligibility Request – Exceeding Planning Assumptions](#).

2.4. Certification Advice Enquiry (CAE) requests

Registered Certifiers will email certification.advice@unitywater.com to submit Certification Advice Enquiries (CAEs) **and** any other general enquiries about the certification component of the Accreditation and Certification System.

Certification Advice Enquiries (CAEs) are intended to provide Registered Certifiers with:

- Quick advice, to which Unitywater may be respond by phone call;
- General advice about the interpretation of the Unitywater Accreditation and Certification Systems, this Manual, or its processes;
- Responses to requests for eligibility of an application for submission under the Accreditation and Certification System (with exception of requests for exceeding planning assumptions, refer section 2.3 above);
- Responses to requests for status of an application that has already been submitted.

CAEs are not intended to provide Certifiers with design advice, including initial assessment of design options, or compliance with the SEQ Code.

3. Connection Applications

To comply with section 99BRBX of the DR Act, an applicant must make a connection application to Unitywater to:

- a. **Connect** into Unitywater’s network/s;
- b. **Disconnect** from Unitywater network/s; or
- c. **Alter** an existing Unitywater network or property service connection.

A connection or a connection application refers to connections, disconnections, and alteration throughout this document.

3.1. Making a Connection Application

A complete Connection Application must consist of the following:

- a. Completed relevant A&C Application Submission form (online form) accessible on the Unitywater webpage [Submit a Certification Package](#)
- b. Owner's consent – see section 3.1.1. below; and
- c. Identification of the prescribed Fees – see Unitywater's website for current [Pricing, Fees, and Charges](#).

3.1.1. Owners Consent

Section 99BRAf of the DR Act, requires all connection applications to be accompanied by the written consent of all landowners related to the connection. If the applicant is not the owner of the land related to the connection, the written consent of all owners of related land must be provided with the application for connection, including the holders of all affected easements.

Execution of Owners Consent under Corporations Act

Registered Certifiers must ensure that the written consent of all owners of related land relevant to the application are properly executed by persons that have appropriate authority.

When dealing with a company, Unitywater's practice is to require documents to be executed in accordance with section 127 of the *Corporations Act 2001 (Act)*, namely, execution by:

- Two directors;
- A director and a company secretary; or
- For a proprietary company that has a sole director who is also the sole company secretary - that director.

An individual who holds a power of attorney from any of the above individuals can sign for the above individual (Act s 52A).

Following this practice gives Unitywater a statutory right to assume that the document has been duly executed by the company.

Sometimes Unitywater may receive written consent of owners of related land which are executed by individuals who are not the individuals listed above. The directors may delegate any of their powers to a committee of directors, a director, an employee of the company or any other person, unless the company constitution provides otherwise (Act s 198D). Where the power is delegated, the relevant delegatee will have actual authority. Delegation to execute particular documents by a company may be made under a company resolution signed by the directors or another delegation document, which is consistent with the company constitution. Where an employee of a company executes an owner's consent document on behalf of a company, Unitywater requires a copy of the document which evidences the delegation to accompany the owner's consent. This would be considered to generally provide sufficient certainty for Unitywater to accept the executed owner's consent.

Applications for development estates with multiple stages

In applications for staged and other connections, the obligation for applicants who are not the land owner to provide owner's consent is prescribed by the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* in two key places:

1. Section 99BRAf(2) relevantly states that "*If the applicant is not the owner of the land related to the connection, the owner's written consent must accompany the application.*"
2. Section 99BRAf(1) states that "*The application must be made to the distributor-retailer in the way stated in its connections policy.*" Unitywater's connections policy at Schedule 2 Table 2 (for staged and other connection) relevantly states that "*If the applicant is not the owner of the land related to the Connection, provide the landowner's written consent to the application.*"

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Where there is no change to the owner, the obligation to provide owners consent in s 99BRAAF(1) and (2) can be discharged where the same owners consent is provided with each application in relation to the estate and all its development stages where the consent is expressed broadly to cover all connection applications in relation to a particular estate development and all its stages. In particular, there is no prohibition against providing consent to an application in a form which also covers consent to other applications.

In such circumstances, there is no need for new and different consents to be provided for the connection applications relating to the entire estate and each stage of development.

In circumstances where the landowner or company individual representative changes, the owner's consent provided must be updated to reflect this change to ensure that the consent is current at the time each staged connection application is submitted.

Examples of land related to the connection:

- a. The land for the connection; and or
- b. Land for which access is required for the connection (related land).

3.1.2. Applications for works within TMR State Controlled Road reserve, within QR Railway reserve, or in proximity to Seqwater assets

All submitted applications must properly identify whether or not property connection infrastructure or network works infrastructure works is proposed for construction either:

- a. within a Department of Transport and Main Roads (TMR) land, such as a State Controlled Road (SCR) reserve;
- b. within a Queensland Rail (QR) land, such as a Railway Corridor; or
- c. in proximity to Seqwater Infrastructure.

Currently, a Registered Certifier must not submit:

- a Public Utility Plant (PUP) application directly to TMR for assessment and approval; or
- a Wayleave Agreement application directly to QR for assessment and approval.

Applications that propose:

- any works within TMR land (SCR) require referral to TMR for a PUP approval; or
- any works within QR land require referral to QR for a Wayleave Agreement,

require acquisition by Unitywater of either a TMR PUP Approval (typically a letter of no objection with conditions), or a QR Wayleave Agreement, prior to Unitywater being able to issue a decision for the application.

Please contact Development Certification (DevelopmentCertification@unitywater.com) for assistance with applications that require TMR, PUP Approval applications or QR Wayleave Agreement applications.

For any applications that include network or property service infrastructure works proposed in proximity to a Seqwater asset, please contact Development Certification (DevelopmentCertification@unitywater.com) for assistance.

Further information regarding Seqwater procedures and requirements can be found at [Living and Working Near water Infrastructure](#) webpage.

Processing timeframes including the nominated A&C application general response period does not apply to any applications that require referrals to either TMR, QR, or Seqwater.

Prior to the submission of an application as a certified package under the Accreditation and Certification System, that triggers the requirement for a Public Utility Plan (PUP) Approval, an

Applicant must first obtain a Public Utility Plan (PUP) Approval from TMR. The Applicant must submit an application under the Utility Model for assessment and approval by Unitywater.

The application must be accompanied by:

- relevant form, fees, and Owner's consent(s) from the owner of the land on which the development is proposed;
- in most circumstances, potholing survey of existing underground services and surface feature survey by a licensed surveyor;
- RPEQ certified design for construction drawings of all metered water service connections, sewerage property connections, and water supply and sewerage reticulation network works that are proposed for installation within, or partially within, any part of a State Controlled Road reserve; and
- sufficient supporting information to demonstrate that the design for construction of metered water service connections, sewerage property connections, and water supply and sewerage reticulation network works are fit for purpose to meet Unitywater policies and network demand assessment requirements for the proposed development.

A certification package for a connection or network works application that requires a preceding PUP Approval must not be submitted while an application to obtain a PUP Approval is being processed, i.e. these applications must be processed in series, not parallel.

In the case that a subsequent connection or network works application results in infrastructure requirements that are different from infrastructure documented in the PUP Approval, the Applicant will need to first seek an amendment to the PUP Approval (via a Utility Model application to Unitywater) before Unitywater will approve the certified package that is dependent on a PUP Approval.

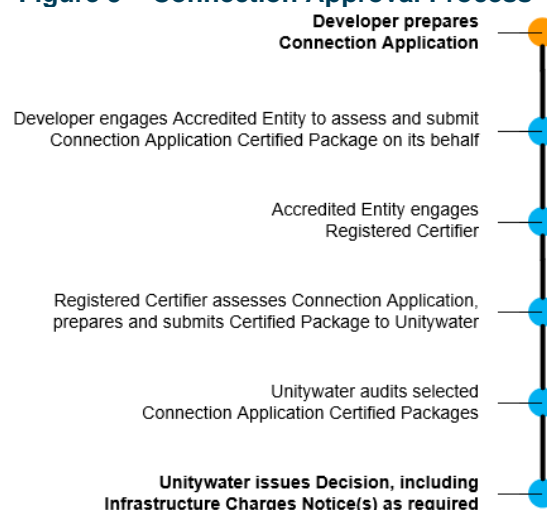
A Registered Certifier must not lodge an application directly to TMR for a PUP Approval.

A process flowchart for Unitywater assessment and approval of all works requiring a PUP Approval from TMR is included in [Appendix B](#) - Process for applications including network infrastructure within a DTMR SCR reserve.

3.2. Certification of the Connection Application and Submission to Unitywater

The Registered Certifier will manage all aspects of the connection application made under Unitywater's Accreditation and Certification system and will be the only person Unitywater will deal with in relation to the connection application. **Figure 5** illustrates the connection application and approval process.

Figure 5 – Connection Approval Process



3.2.1. Scope of Application Assessment

The scope of the assessment and certification of applications will be undertaken by the following Registered Certifiers, who must only carry out the certification of connection applications within the scope of their category of appointment as a Registered Certifier.

3.2.2. Registered Certifier (Minor Connections Certifier)

A Minor Connections Certifier is only permitted to assess and certify connection applications for property service connections that **do not require subsequent network works** to be constructed.

These range from unit developments, multiple dwellings, duplexes, and smaller subdivisions etc. Generally, these developments only require **metered water service connections or sewerage property connections** to be installed by Unitywater's Private Works Team.

3.2.3. Registered Certifier (Major Connections Certifier)

A Major Connections Certifier is permitted to assess and certify all non-trunk connection applications including those **requiring subsequent network works** to be constructed.

3.3. Application Assessment and Certification

The Registered Certifier (within the scope of accreditation detailed above) will commence the assessment of the connection application, prepared by the applicant using the appropriate online form and associated assessment checklists available in the [submit a certification package webpage](#).

The assessment checklists within the online forms provides direction to the Registered Certifier undertaking the assessment.

The Registered Certifier is responsible for ensuring that, prior to submission, the application satisfies the relevant assessment criteria. This may require the Registered Certifier to request the applicant to submit additional or revised information.

The Registered Certifier will assess the connection application as detailed below.

3.3.1. Types of Certification Packages

The Certification Package online submission forms for connection applications, connection and network works applications, and network works only application types are as follows:

a. [A&C Connection Application Submission \(online form\)](#)

Major Connections and Minor Connections Certifiers are permitted to submit this type of application, Connection Application, for network demand, establishment of non-trunk infrastructure, and/or design for construction of property connection infrastructure for connections to the water supply and sewerage networks. This includes proposals for disconnections or alterations to existing property connection infrastructure.

This form must be used for Connection Applications without Networks Works. The form is divided into seven (7) sections as follows:

1) **Application Details**

The Registered Certifier inputs the details of the connection application, including:

- Applicant Details;
- Accredited Entity and Registered Certifier Details;
- Application Type Details;

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- Property Details for all properties over which the application is being made, Owners' consents for the land, related land, and any affected easements in accordance with section 99BRAf of the DR Act;
 - Supporting Document Details;
 - Applicant's Declaration; and
 - Submission Payment, to identify the payment of the applicable fees, in accordance with [Unitywater's fees and charges](#).
- 2) **Application (A&C Eligibility and Properly Completed Check)**
- Application is within the scope of Accreditation and Certification System;
 - All applicable Owners' Consents have been provided; and
 - Correct application fee has been identified.
- 3) **Connection Application Assessment**
- The Registered Certifier must address each item on the checklist in accordance with the Checklist Instructions.
- 4) **Connections Design Assessment**
- The Registered Certifier must address each item on the checklist in accordance with the Checklist Instructions.
- 5) **Decision Notice**
- The Registered Certifier must address each item on the checklist in accordance with the Checklist Instructions, including generating a Draft Decision Notice for upload with the online submission.
- 6) **Infrastructure Charges Data Sheet**
- The Registered Certifier must address each item on the checklist in accordance with the Checklist Instructions, including generating an Infrastructure Charges Data Sheet by using the MS Excel format template for upload with the online submission.
- 7) **Registered Certifier Declaration**
- The Registered Certifier will authenticate the application assessment by completing the Registered Certifier Declaration.
- b. [A&C Connection Application with Network Works](#) (online form)
- Major Connections Certifiers are permitted to submit this type of application, Connection Application with Network Works for network demand, establishment of infrastructure and network works infrastructure. For this application type, typically design for construction of property connection infrastructure for connections to the water supply and sewerage networks are included as part of the network reticulation design.
- This application type may include proposals for extensions to the network(s), alterations to or decommissioning of part of the existing network(s), and disconnections of existing property connection infrastructure.
- This form must be used for all Connection Applications with Networks Works. The application form is divided into nine (9) sections and is a combination of a. A&C Connection Application Submission (online form), above and c. A&C Network Works Only Submission (online form), below.



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This application type is typically not suitable for large multi-staged subdivisions requiring subsequent network works.

For multi-staged subdivision applications that require a connection and network works approval, Registered Certifiers are advised to consider first submitting a certification package to obtain connection approval for all stages and then subsequently submitting packages to obtain network works approvals for each stage or group of stages within the development.

c. [A&C Network Works Only Submission \(online form\)](#)

Major Connections Certifiers are permitted to submit this type of application, Network Works Only, being design for construction of network works infrastructure.

Registered Certifiers are only permitted to assess and certify water supply and sewerage network infrastructure that is designed for construction in accordance with SEQ Water Supply & Sewerage Design & Construction Codes:

- *Water Supply Code of Australia – SEQ Service Providers Edition* (based on WSA 03); and
- *Gravity Sewerage Code of Australia – SEQ Service Providers Edition* (based on WSA 02).

In some instances, design, assessment, and certification of network infrastructure for construction must be undertaken in accordance with Unitywater Infrastructure Standards in which case these standards will either supplement, or take precedence over, the SEQ WS&S D&C Code. For example, currently Unitywater has design standards for large diameter metered water services that are not covered by the SEQ Code.

This application type may include proposals for extensions to the network(s), alterations to part of the existing network(s), and decommissioning of part of the existing network(s).

This application type may include proposals for disconnections of or alterations to existing property connection infrastructure where identified as and grouped together with Live Works to be performed by Unitywater's Private Works Section.

This form must be used for all Networks Works Only submissions with associated certified engineering detailed design for construction drawings. The form is divided into six (6) sections as follows:

1) **Application Details**

The Registered Certifier inputs the details of the connection application, including:

- Existing Connection Application Details;
- Applicant Details;
- Accredited Entity and Registered Certifier Details;
- Application Type Details;
- Property Details for all properties over which the application is being made, Owners' consents for the land, related land and any affected easements in accordance with section 99BRAAF of the DR Act;
- Supporting Document Details;
- Applicant's Declaration; and
- Submission Payment, to identify the payment of the applicable fees, in accordance with [Unitywater's fees and charges](#).

2) **General Network Works Assessment Checklist**

The Registered Certifier must address each item on the checklist in accordance with the Checklist Instructions. Items include, but are not limited to:

- Owners' and relevant authorities' consents have been provided / checked;
- Correct network works application fee has been identified for payment.

3) **Water Supply Design Assessment Checklist**

The Registered Certifier must address each item on the checklist in accordance with the Checklist Instructions.

4) **Gravity Sewerage Design Assessment Checklist**

The Registered Certifier must address each item on the checklist in accordance with the Checklist Instructions.

5) **Decision Notice**

The Registered Certifier must address each item on the checklist in accordance with the Checklist Instructions, including generating a Draft Decision Notice for upload with the online submission.

6) **Registered Certifier Declaration**

The Registered Certifier will authenticate the application assessment by completing the Registered Certifier Declaration.

3.3.2. Items for Inclusion in Certification Packages

The following items, where applicable, need to be considered in the assessment of connection applications by a Registered Certifier and submitted in support of application certification packages for approval.

3.3.2.1. Plan of the proposed development

The connection application must be accompanied by a plan or plans of development showing what is proposed to be developed. The plan of development must be of sufficient scale and detail so that assessment of the proposed development can be accurately carried out by the Registered Certifier.

Providing a full copy of a Council approved Decision Notice that includes development plans, or a reference only to the Council approval reference number, does not sufficiently address the requirement of the applicant and Registered Certifier to submit plans of the proposed development with the connection application. The proposed development plans should be extracted from any Council approval, suitably titled, and submitted as supporting documents.

Some examples of proposed plans are:

- a. Subdivision layout plan;
- b. Group-titled subdivision plan; or
- c. Development plan.

3.3.2.2. Preliminary Network Servicing Plan

Typically, for development with multiple stages an overarching servicing strategy is required in the form of a Unitywater approved **Preliminary Network Servicing Plan**.



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The Preliminary Network Servicing Plan must be consistent with the Unitywater approved Network Analysis Report, where a Network Analysis Report informs a subsequent staged connection application.

Major Connection Certifiers are encouraged to obtain comment and advice from Unitywater on Preliminary Network Servicing Plans for multi-staged development in advance of a certification package submission by requesting a Certification Advice Notice (CAN). Advice obtained from Unitywater must be incorporated in a revised Preliminary Network Servicing Plan prior to submitting a certification package. Where this advice is not incorporated, the Certifier shall provide sufficient reasons/justification in a Project Brief and a Statement of Alternative Solutions (SoAS).

All Network Works applications for development with multiple stages must be accompanied by a Preliminary Network Servicing Plan for water supply and or sewerage including:

- a. A staging plan to identify the sequence of development;
- b. A description of water supply and sewerage infrastructure to serve the development; and
- c. Proposed connection points to existing Unitywater infrastructure either on, or external to, the property being developed.

The Registered Certifier must assess the proposed Preliminary Network Servicing Plan against Unitywater's Connections Policy, Networks Master Plan, the SEQ Code, and as-constructed information using the mapping reference tool [Connection areas, Schedule of Works and existing infrastructure](#) also available on Unitywater's [Reference library](#) webpage.

3.3.2.3. Design for Construction Drawings

The connection application must be accompanied by design for construction drawings as follows.

- a. For a **Connection Application only** (e.g. to service a commercial or industrial building or residential multiple unit dwelling), detailed design of metered water service, fire service where applicable, and sewerage property connection design; or
- b. For a **Network Works Application only**, detailed network works design of water supply reticulation and gravity sewerage reticulation designed in accordance with the *Water Supply Code of Australia – SEQ Service Providers Edition (based on WSA 03)* and *Gravity Sewerage Code of Australia – SEQ Service Providers Edition (based on WSA 02)*;
- c. For a **combined Connection and Network Works Application**, detailed design drawings for both a. and b. as necessary. Residential subdivisions with water supply and sewerage reticulation network design will typically require only references to SEQ Code standard detailed drawings for metered services and sewer properly connections.

The design of water supply and or sewerage property infrastructure and network works infrastructure must be in accordance with requirements of the SEQ Code and Unitywater Infrastructure Standards. The exception to this is when alternate solutions are provided and listed in a *Statement of Alternative Solutions*, in accordance with section 3.3.15 Statement of Alternative Solutions.

For Network Works design for construction, the drawings must not exclusively nominate Private Works performance of network extension works. The generic term 'contractor' must be used as a reference, except where the scope of design for construction is removal and replacement of an existing live water supply main(s) and/or water services.

Private Works must not be referenced exclusively to perform live works in a Live Sewer Works Schedule or on design for construction drawings where it would be otherwise possible for a contractor to perform the live sewer works under inspection of a Construction Certifier. Eligibility criteria for a contractor to perform live works on the sewerage network still apply, as set out in the Accreditation and Certification Manual part 4 Construction.



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3.3.2.4. Network Demand Assessment

The connection application must be accompanied by [Network Demand Assessment](#) (online tool) that includes a calculation of the demand generated by the proposed development on Unitywater network/s. The **Network Demand Assessment**, including identification of Minimum Standard of Service for Fire Fighting and demand calculations for the proposed development, must be:

- undertaken by an appropriately qualified person (e.g. consulting engineer) in accordance with the below process; and
- submitted using the A&C Network Demand Assessment Tool, available for use on Unitywater's website.

Prior to undertaking a Network Demand Assessment, it is essential that the Registered Certifier confirms that the connection application for the proposed development being assessed meets all the eligibility criteria. Refer to Part A - Accreditation, section 1.1 Limitations for information about excluded application types.

The Registered Certifier must undertake an assessment of the proposed network demand against the existing and planned capacity available in the relevant network having regard to the type, scale, location, timing, or intensity of future development for the connection.

The process for undertaking and documenting a **Network Demand Assessment** is as follows:

- a. For the water supply network, the Registered Certifier will identify and confirm the Minimum Standard of Service, Fire Fighting flow and pressure required to be supplied from Unitywater's infrastructure for the proposed development, per SEQ Code - Design Criteria, Table 4.1 - Water Network Design Criteria – Single Supply (Drinking Water Only) Network, e.g. Detached/Attached Res (≤ 3 storeys): 15 L/s for 2hrs with background Demand.

The Certifier shall assess whether the proposed development is located within a land use type area of the water supply network that is able, or would be typically expected, to provide this Minimum Standard of Service, Fire Fighting flow and pressure.

If unsure of the existing water supply network Minimum Standard of Service for Fire Fighting flow and pressure, and if the Applicant has not already sought relevant information from Unitywater, the Registered Certifier is strongly recommended to request advice from Unitywater Network Planning about modelled network capacity using F8578 - [Application for Hydraulic Model Pressure and Flow Information](#) (PDF) also accessible from Unitywater's webpage '[Submit a certification package](#)' under subheading 'Pre-requisite approvals and advice (Applicants and Certifiers)'.

- b. The Registered Certifier will calculate the proposed demand for the development in accordance with Unitywater Netserv Plan Part A, Appendix B – Schedule of Works, section 2.2 Land Use Assumptions
- c. The Registered Certifier will refer to [Netserv Plan Planning Assumptions \(Source: DMaTT\)](#) mapping reference tool available on Unitywater's website for existing and planned forecast demands to determine and record the planned forecast demand (for development in the Planned Demand Year) applicable to the land on which the development is proposed;
- d. If the development proposed demand is less than or equal to planned forecast demand (for development in the Planned Demand Year) then the Registered Certifier will continue assessing the connection application;
- e. If proposed demand is greater than planned forecast demand (for development in the Planned Demand Year) by up to 10% then the Registered Certifier will continue the assessment unless the development site is located in critical areas (see section 3.3.3.1 Network Analysis Reports for Water Supply and Sewerage).



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- f. In the instance of the development site being in a critical area (See Table 10 in section 3.3.3.1) or if the proposed demand is greater than the planned forecast demand (for development in the Planned Demand Year) by more than 10%, and the application does not include either a SAN, Unitywater Network Planning favourable response to an Exceeding Unitywater Planning Assumptions request, or a Unitywater Network Planning approved Network Analysis Report, the Registered Certifier will halt the assessment and either:
 - i. Direct the developer's consultant to apply to Unitywater for a Services Advice Notice (SAN) in accordance with Unitywater's Connections Administration Manual; or
 - ii. Apply to Unitywater for an [A&C Eligibility Request – Exceeding Unitywater Planning Assumptions \(online form\)](#), in accordance with Unitywater's A&C Manual, section 2.3; or
 - iii. Revise the development such that the proposed demand on the networks is consistent with Unitywater's planning assumptions demand forecast - point **d**) above.
- g. If the application includes a SAN, a Unitywater Network Planning favourable response to an Exceeding Unitywater Planning Assumptions request, or a Unitywater Network Planning approved Network Analysis Report that supports the proposed network demand that exceeds the planning assumption demand, the Registered Certifier will continue the assessment.

Note: The Registered Certifier must attach the relevant document to the Certification Package as part of the submission.

3.3.3. Technical Reports requiring pre-requisite approval prior to submission of a application certification package

There are number of different Technical Reports that may be required to support preparation of a Connection Application. These Technical Reports must be prepared and submitted by an Applicant for review and approval by Unitywater.

Applicants must submit all requests for review and approval of Technical Reports by using the [Technical Report Review Application](#) (online form).

Unitywater approval of Technical Reports must occur prior to a Registered Certifier being able to properly and fully assess a development proposal for a connection application and/or network works application that will be submitted as a certification package.

3.3.3.1. Network Analysis Reports for Water Supply and Sewerage

A **Network Analysis Report** is an analysis of the impact of the proposed development on Unitywater's infrastructure and must be undertaken by an appropriately qualified and experienced consulting engineer for the applicant and approved by Unitywater prior to the applicant submitting a connection application to an Accredited Entity.

Technical Report Reviews are offered to Applicants for **Network Analysis Report – Water Approval** and **Network Analysis Report – Sewer Approval**.

Registered Certifiers are not permitted to approve Network Analysis Reports or to submit Network Analysis Reports that have not been approved by Unitywater as part of connection application certification package.

A **Network Analysis Report** is required where either of these occur:

- a. The proposed development is inside an Emerging Community Zone as defined by the relevant local government's Planning Scheme;
- b. The proposed development exceeds Unitywater's planning assumptions by:
 - i. more than 10% within any part of the Connection Areas (not in a Critical Area);

Note: Exemptions apply only to the following types of infill development where proposed demand is routinely expected to exceed planning demand assumptions by more than 10%:

- Reconfiguring a Lot, 1 into 2 Lots;
 - Reconfiguring a Lot, 1 into 3 Lots; and
 - Dual Occupancy.
- ii. any amount in the following Critical Areas;

Table 10 - Critical Areas

Network	Critical Areas
Water Supply	Dayboro, Kenilworth, Bribie Island, Samford Village and Woodford High Level Zone.
Sewerage	Samford, Dayboro, Woodford, Nambour, Eumundi, Yandina, Palmwoods, Cooroy, Pomona, Kenilworth, Maleny, and Landsborough.

- c. for the proposed development, Unitywater has issued one or more of:
- i. a Services Advice Notice (SAN) to an Applicant; or
 - ii. a Certification Advice Notice (CAN) to a Registered Certifier; or
 - iii. a response to Eligibility Request – Exceeding Planning Assumptions to a Registered Certifier,

and that advice states that a Network Analysis is required to be undertaken and a Report is to be submitted for review and approval by Unitywater Network Planning.

The Registered Certifier must have regard to and prepare certification packages which are consistent with a Unitywater approved **Network Analysis Report**, as necessary.

3.3.3.1. *Technical Report – Direct Connect Booster Pump(s)*

Pre-requisite **Direct Connect Booster Pump Approval** is required for all proposals to directly connect water pressure boosting pumps, for a fire-fighting water service or a domestic/commercial/industrial water service, to the water supply network.

Where a Certifier intends to submit a certified package under Unitywater's Accreditation and Certification System that includes the use of directly connected water pressure boosting pumps, then it must be supported by a **Direct Connect Booster Pump Approval** issued by Unitywater.

Applicants are required to submit an application for a **Direct Connect Booster Pump Approval** by using the [Technical Report Review Application](#) (online form) which is accessible from Unitywater's webpage 'Submit a certification package' under subheading 'Pre-requisite approvals and advice (Applicants and Certifiers)'.

Refer below to section 3.3.4.3. *Proposals to directly connect pressure booster pumps to the water supply network* for details of the supporting documentation required for submission of this type of application.

The Registered Certifier must have regard to and prepare certification packages which are consistent with a Unitywater **Direct Connect Booster Pump Approval**, where required.

3.3.3.2. *Technical Report for Noise Assessment or Odour Assessment*

Where required by the SEQ Code for design of Unitywater passive or assets, or as conditioned in a Connection Approval or Transitional / Related Approval, Noise Impact Assessment Reports and Odour Impact Assessment Reports must be produced in accordance with requirements of the relevant part of the SEQ Code.

Applicants must submit application requests using the [Technical Report Review Application](#) (online form) and selecting either **Noise Assessment Report Approval** or **Odour Assessment Report Approval**.

The Registered Certifier must have regard to and prepare certification packages which are consistent with a Unitywater **Noise Assessment Report Approval** and/or **Odour Assessment Report Approval**, where applicable.

3.3.4. **Water supply network limitations, private fire suppression systems**

3.3.4.1. *Registered Certifier responsibilities for communicating limitations of Water Supply Network performance on Private Fire Suppression Systems*

It is the responsibility of Registered Certifiers to effectively communicate to developers, property owners, and applicants about Unitywater's position on:

- the water supply network Minimum Standard of Service for Fire Fighting;
- limitations associated with operating pressures of the water supply network, particularly:
 - the possibility for changes over time in the operating pressure of the water supply network and any consequent impacts on private fire suppression systems; and
 - the recommendation for Applicants to submit a request to Unitywater Network Planning to provide water supply network flow and pressure information based on modelled network performance to inform the design of private fire suppression systems;
- the responsibility of the developer and ongoing responsibility of the property owner for ensuring that any private fire suppression system operating on the property is designed, installed, commissioned and regularly tested in accordance with all relevant legislation, standards and authority requirements;
- any future upgrade of a private fire suppression system being the sole responsibility of the property owner, including all costs associated with an upgrade.

3.3.4.2. *Water supply network mains and hydrants*

Unitywater reserves the right, at any time, to change the operating pressures within the water supply network, but not below the Minimum Standard of Service. Details of the Minimum Standard of Service can be found in the SEQ WS&S D&C Code - Design Criteria, Table 4.1 (weblink: <http://www.seqcode.com.au/seq-design-criteria>).

As a brief summary (not exhaustive) of flow and residual mains pressures to be supplied by the network under fire operating conditions for various Land Use Types, please refer to Table 11 - Unitywater Minimum Standard of Service, Fire Fighting.

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**Table 11 - Unitywater Minimum Standard of Service for Fire Fighting
(based on SEQ Code - Design Criteria, Table 4.1)**

Type of Land Use	Flow Available from Water Supply Main for Fire Fighting Purposes (Litres/second)	Pressure under Emergency fire operating conditions (Minimum Residual Mains Pressures) (metres water)
Rural Residential only	7.5L/s for 2 hours	12 m min in the main at the flowing hydrant 6 m elsewhere in mains that have customer connections Positive pressure throughout
Rural Commercial/Industrial	15L/s for 2 hours	
Urban Detached/Attached Residential (≤ 3 storeys)	15 L/s for 2hrs w background Demand	
Urban Multi storey Residential (> 3 storeys)	30 L/s for 4 hours w background Demand	
Commercial/Industrial buildings	30 L/s for 4 hours w background Demand	
Risk Hazard Buildings	assessed on needs basis	

It is strongly recommended that Applicants submit an application to Unitywater to request water supply network flow and pressure information for the water supply main(s) to which a network connection is sought to service a proposed development.

A link to application form F8578 - [Application for Hydraulic Model Pressure and Flow Information](#) (PDF) also available from Unitywater's webpage '[Submit a certification package](#)' under subheading 'Pre-requisite approvals and advice (Applicants and Certifiers)'.

In response to this type of application, Unitywater will provide hydraulic model output information that details expected flow and pressure performance of the relevant water supply main(s) in the vicinity of the proposed development.

It is recommended that the developer or property owner consult with a qualified and suitably experienced hydraulic designer or fire systems engineer to consider the risks associated with designing a private fire suppression system for the subject property based on Unitywater's water supply network hydraulic model output information.

It is the responsibility of the developer and ongoing responsibility of the property owner to ensure that a private fire suppression system (i.e. fire-fighting water services for fire sprinkler systems, fire hydrants and/or fire hose reels), operating on its property is designed, installed and commissioned to comply with the relevant requirements of the National Construction Code (NCC) and that these systems are regularly tested for compliance with the relevant Australian Standards and QFES requirements.

Provided the operating pressure within the water supply network meets the Minimum Standard of Service:

- a) Unitywater is not liable in any way whatsoever for any changes in the operating pressure of the water supply network and any consequent impacts on a private fire suppression system servicing a property.



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- b) Any upgrade of a private fire suppression system servicing a property, required due to changes in the operating pressure of the water supply network, remains the sole responsibility of the property owner, including all associated upgrade costs.
- c) Unitywater does not guarantee that any particular Private Fire Suppression Systems which draw water from the network (street) water supply mains will produce sufficient flow and pressure to satisfy QFES compliance requirements, either internal to buildings or externally within private property (e.g. residential townhouse type community title schemes). This limitation applies to private fire suppression systems that include, but are not limited to, dry hydrant (systems), internal pillar hydrants, fire sprinklers, and fire hydrant booster cabinet installations.

Any proposal for the sole use of network (street) hydrants for fire coverage of building(s) or property is entirely at the risk of the developer and the subsequent property owner.

3.3.4.3. Proposals to directly connect pressure booster pumps to the water supply network

In some circumstances, Unitywater may not permit design, installation and commissioning of private fire suppression systems that include private pressure boosting pumps proposed for direct connection to Unitywater's water supply network.

While requests for direct connection of pressure boosting pumps to the water supply network is not favoured by Unitywater, sometimes requests may be considered if the water supply network in the area has adequate capacity, existing condition of reticulation pipes is favourable and there is sufficient connectivity.

All application for requests to directly connect pressure boosting pumps to the water supply network must be submitted using the [Technical Report Review Application](#) (online form).

The application must be supported by:

- a hydraulic schematic layout plan that shows where and how the proposed connection of the booster pumps to the network, typically via a metered water service or fire service connection;
- specification of the proposed booster pumps, i.e. pump curves overlaid on private system resistance curve(s) and design calculations; and
- a letter certificate signed by a hydraulic consultant or fire system design consultant that states:
 - the maximum flow rate of the proposed booster pumps will not exceed Unitywater's Minimum Standard of Service, Fire Fighting for the existing main to which the pumps will connect to (refer SEQ Code - Design Criteria, Table 4.1); and
 - for fire pumpset systems, commissioning and operation will be in accordance with requirements of AS 2941-2013 Fixed fire protection installations - Pumpset systems.

If Unitywater does not permit a proposal for direct connection of booster pumps to the network, then, as advised by a qualified and experienced hydraulic design consultant or fire systems engineer, booster pumps may need to be installed downstream of a registered break tank with an air gap, or similar.

3.3.5. Under Utilisation of Unitywater Networks

If a connection application is for a development that will impose less than 90% of the forecast demand on Unitywater's networks, the Registered Certifier will halt assessment of the connection application and seek direction from Unitywater by sending an enquiry to

DevelopmentCertification@unitywater.com



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3.3.6. Information Provided by Unitywater

When assessing a connection application, the Registered Certifier will use the Unitywater GIS to view current network master planning and existing infrastructure details to ensure the most up to date information is being used by the applicant and Registered Certifier.

In assessing connection applications and preparing certification packages, Accredited Entities and Registered Certifiers may rely upon the following documentation provided by Unitywater:

- a. Connections Policy;
- b. SEQ Code;
- c. Connection Approvals;
- d. Infrastructure Charges Notices;
- e. Standard Conditions of Approval;
- f. Infrastructure Charges Calculator;
- g. Network Master Plans;
- h. Planning Demand Forecasts;
- i. As-constructed information available from Unitywater's Geospatial Information System subject to location and level of 'connection points' to Unitywater's networks being verified as per the disclaimer attached to all Unitywater as-constructed information.

3.3.7. Consent to Enter and Construct

There may be instances where proposed works will need to be constructed on property/ies not owned by the applicant.

Any works that are proposed on property, or properties, not owned by the applicant will require the applicant to gain the necessary permissions from the owners to construct the works through those properties in accordance with section 99BRAf of the DR Act.

The Registered Certifier **must not assess** the connection application without the submission of all necessary written consents or documents for works proposed on property, or properties, not owned by the applicant.

For proposed works on:

- a. **Private Property:** The applicant must obtain written consent for the construction of the works from each property owner on which the infrastructure is to be constructed.
Should an easement be required because of the proposed works as per the SEQ Code, proof of the registration of easements in favour of Unitywater must be carried out as per land dedication and easement requirements detailed in section 09 Easements.
- b. **Unitywater property:** Construction of any water supply and or sewerage infrastructure on Unitywater owned land or encroachment on a Unitywater easement will require the applicant to obtain Unitywater's written consent.
- c. **Local or State Government Controlled Property:** If the proposed works are to be constructed on Local or State government property such as parks or public space, the applicant must submit a written consent with the connection application in accordance with the relevant authority's requirement, from the relevant Local or State agency, consenting to the construction of the works on the subject property.

3.3.8. State Controlled Road reserve

Construction of any water supply and or sewerage infrastructure (property connection or network works infrastructure) within a State Controlled Road reserve requires an applicant to be in possession of a TMR issued Public Utility Plant Approval (PUP Approval) and a TMR issued Road

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Corridor Permit (RCP). Refer to section 3.1.2 Applications with any works within TMR State Controlled Road reserve, QR Railway reserve, or in proximity to Seqwater assets.

3.3.9. Easements

Where an easement is required by the SEQ Code or relevant landowner, the certification package prepared by the Registered Certifier must include the standard condition requiring easements to be registered by the applicant in accordance with the SEQ Code prior to the issue of the Certificate of Completion.

Easement terms must be in accordance with Unitywater's most current registered dealing held by the Department of Resources and must not be altered or amended.

The easement must be provided to Unitywater free of cost.

3.3.10. SEQ Code/Connections Policy

The Registered Certifier must assess the connection application to ensure compliance to the Unitywater Connections Policy, *South East Queensland Water Supply and Sewerage Design and Construction Code* (SEQ Code) and this Manual.

3.3.11. Previous Approvals and Other Applications in Progress

The Registered Certifier must review the connection application to assess consistency with:

- a. Higher order approvals which may include any of the following:
 - i. Compliance with the conditions of the first stage of the connection approval (the subject of the networks design) as the approval clearly identifies specific infrastructure to be constructed and the networks works design drawings must include the infrastructure;
 - ii. Recommendations of the Unitywater approved Networks Analysis Report; and or
 - iii. Preliminary Network Servicing Strategy approved by Unitywater, or as a component of the approved Network Analysis Report.

Note:

- Any inconsistencies with the above will require the developer to request an amendment to the higher order connection approval (or Transitional / Related Approval) prior to proceeding with subsequent staged connection applications.
- b. Any previous water connection approvals for the subject land (including deemed water approvals issued by the relevant local government / Council, and connection approvals granted by Unitywater);
 - c. Any connection approvals for the adjoining properties, to identify where a conflict may occur and to ensure cohesive development occurs with adjoining properties in relation to Unitywater infrastructure; and
 - d. Connection Applications in progress on the subject property, or properties, and surrounding property, or properties.

Accredited Entities and Registered Certifier can access existing approval information and some application information through Unitywater infrastructure and maps reference tool '[Connection areas, Schedule of Works and existing infrastructure](#)', also available via the [Reference library](#) on the webpage.

3.3.12. Inputs for Infrastructure Charges Calculations

The Registered Certifier must review the connection application and provide all the necessary and required inputs to enable Unitywater to generate the applicable Infrastructure Charges Notice based on the infrastructure charges resolution in effect at the time of calculation. The Registered Certifier



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must prepare an [Infrastructure Charges Data Sheet](#) (Editable Excel Workbook) with all supporting information, and include it in the certification package.

3.3.13. Draft Decision Notice - Standard Conditions

The Registered Certifier will assess the connection application and prepare a draft Decision Notice for Unitywater to issue. Connection approvals are generally granted subject to conditions.

To ensure consistency of conditions imposed by Registered Certifiers, Unitywater have included all standard conditions in a suite of Decision Notice Templates for use by Registered Certifiers for connection, connection and network works, and network works only type applications.

When preparing the draft Decision Notice, the Registered Certifier will download the Decision Notice Template relevant for the application type from the Unitywater [Submit a certification package](#) webpage.

The Registered Certifier will upload a copy of the draft Decision Notice with the certification package for the connection application.

The Registered certifier will use the '**Review, Track Changes**' function in the Word document to:

- **add application specific information** including, but not limited to, Applicant details, property addresses, real property descriptions, estate name and stage references, application type and phase, description, including any associated or Related Council application or approval for the development over the land;
- **retain the standard conditions** that are relevant to the application; and
- **delete (with Track Changes on) all standard conditions not relevant** to the application.

3.3.14. Draft Decision Notice - Specific Conditions

There will be instances where the suite of standard conditions available in a draft Decision Notice templates may not be sufficient or appropriate to address the specific circumstances of the development (e.g. connecting the development to a specific sewerage maintenance structure). In these instances, the Registered Certifier may need to draft a specific condition, or conditions, using the '**Review, Track Changes**' function for inclusion in the draft Decision Notice.

Specific conditions imposed by a Certifier in a draft Decision Notice must be reasonable and relevant and include appropriate timing.

Modification of content or timing in a standard condition has the same effect as drafting a specific condition. An exception to this is that advice commentary may be provided after the statement at the end of most standard conditions: "This condition is imposed under section 99BRDJ of the South-East Queensland Water (Distribution and Retail Restructuring) Act 2009" as this text is informative only and not enforceable.

If the Registered Certifier is imposing a specific condition in a draft Decision Notice, the Registered Certifier **must** detail the reasons/justification in the '*Statement of Alternative Solutions*' – see section 3.1.15 below.

3.3.15. Statement of Alternative Solutions

Any deviation from the Unitywater Connections Policy, SEQ Code or the Accreditation and Certification Manual will need to be documented and alternative solutions will need to be devised.

A '*Statement of Alternative Solutions*' (SoAS) for any deviation from standards will need to be detailed. The '[Statement of Alternative Solutions](#)' must be sufficiently detailed to demonstrate why the relevant standard cannot be reasonably achieved to successfully pass the Prudency and Efficiency test (See [Appendix C](#)).



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A *Statement of Alternative Solutions* must not be used by Registered Certifiers to communicate any SEQ Code non-conformances identified during the construction phase.

In the first instance, the Certifier must make every effort to demonstrate that the civil designer has rectified any proposed SEQ Code non-conformances identified during assessment of the design, including but not limited to non-conforming acceptance test frequencies or results.

The appropriate format in which the Registered Certifier must communicate construction non-conformances with the approved design or the SEQ Code is by means of a *Defects and Corrective Actions Record*.

Registered Certifiers may submit a [Certification Advice Notice](#) (CAN) application to Unitywater to obtain acceptance of, or an opinion on, proposed alternative solutions.

Registered Certifiers are requested to document any Statement of Alternative Solution using the template document supplied by Unitywater, [A&C - Statement of Alternative Solutions](#) available on the submit a certification package webpage.

Use of this template simplifies Unitywater's audit process and enables the Certifier to:

- highlight the relevant Unitywater policy or SEQ Code section(s) that the connection proposal or design does not conform with;
- identify the specific types, instances, and locations to which the proposed non-conformance applies;
- properly outline reasons/justification for alternative solutions needing to be implemented (and what other options may have been explored in this process); and
- confirm that the non-conforming proposed alternative solution is both prudent and efficient.

3.3.16. Certified Design Drawings

If a **Connection Application without Network Works** includes design drawings for property connection infrastructure, that is metered water services or sewerage property connections, following the assessment (see Section 3.3 Application Assessment and Certification), the Minor or Major Connections Certifier will, certify each assessed design drawing by inserting notation on each drawing with the following statement:

I, [Name of Major/Minor Connections Certifier] or [Name of Accredited Entity] on [Date of certification], certify that:

1. This design drawing has been assessed in accordance with requirements of the SEQ Code and Unitywater Standards;
2. The construction of the works must only be undertaken in accordance with this drawing; and
3. No design *Amendments* are permitted either before or during construction without the approval of Unitywater.

Signed [Major/Minor Conns Certifier, ACR/MAJ or ACR/MIN No.]

If a **Connection Application with Network Works** includes design drawings for network works, following the assessment (see Section 3.3 Application Assessment and Certification), the Major Connections Certifier will *certify* each assessed design drawing by inserting notation on each drawing with the following statement:



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I, [Name of Major Connections Certifier] or [Name of Accredited Entity] on [Date of certification], **certify** that:

1. This design drawing has been assessed in accordance with requirements of the SEQ Code and Unitywater Standards;
2. The construction of the works must only be undertaken in accordance with this drawing; and
3. No design *Amendments* are permitted either before or during construction without the approval of Unitywater.
4. During construction, where required, *Variation Notifications* must be submitted in accordance with the A&C Manual.

Signed [Major Connections Certifier, ACR/MAJ No.]

3.3.17. Certification by Registered Certifier

The Registered Certifier will *certify* the completed relevant online submission form and prepare the certification package for submission to Unitywater (see section 3.3.1 Types of Certification Packages).

The online submission forms include the certification statements the Registered Certifier will complete, sign and date to authenticate the assessment undertaken.

3.3.18. Certification Package

Depending on the application type and complexity, the certification package will need to include the following types of documentation. The lists of document names under subheadings below are not exhaustive and intended as a guide only. For a full list, refer to [A&C Recommended Document File Naming Convention](#), App, PCoC, CoC, CCTV.

Application Information

- a. Completed A&C Application Submission (online form), accessible from webpage [Submit a certification package](#), under subheading 'Connection Application Package;'
- b. Cover Letter, recommended to include a Project Design Brief by the Certifier;
- c. [Conflict of Interest Disclosure Form](#);
- d. Application fee payment record, where payment is not by credit card;
- e. Landowner's consent;
- f. Related landowners' consent, including permission to enter and construct.

Reference Documents requiring Unitywater approval prior to package submission

- a. Unitywater Direct Connect Booster Pump Approval *with pumps certification letter prepared by a qualified and experience fire systems or hydraulic design consultant*;
- b. Unitywater approved Network Analysis Report (reference only);
- c. Unitywater executed Infrastructure Agreement (reference only);
- d. [A&C Eligibility Request - Exceeding Unitywater Planning Assumptions](#).

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Documents for approval

- a. Draft Decision Notice, using the [A&C Decision Notice Template](#) relevant to the type of application being submitted;
- b. Network Demand Assessment document;
- c. [Statement of Alternative Solutions](#) document;
- d. Infrastructure Charges Data Sheet document;
- e. Architectural design drawings with Gross Floor Areas (GFAs) and impervious areas in square metres;
- f. Development plans, e.g. Subdivision layout plan or Group-titled subdivision plan;
- g. Draft survey plan.

Connections design drawings for approval

- a. Hydraulic design drawing set, e.g. metered water service, sewerage property connection, fire service schematic, sub-meters layout plan (reference only);
- b. Civil connections design drawing set, e.g. metered water service, sewerage property connection.

Network Works design drawings for approval

- a. Civil network works design drawing set, e.g. water supply only for rural residential, or water supply and sewerage for urban residential, commercial, or industrial subdivision;
- b. Preliminary Sewerage Catchment Servicing Plan (reference only);
- c. Network Hydrant Coverage Plan (hydrant location and spacing);
- d. Multi-stage Preliminary Network Servicing Plan, Water Supply;
- e. Multi-stage Preliminary Network Servicing Plan, Sewerage.

For Information Only reference documents

- a. Civil design drawing set earthworks, roadworks, stormwater (reference only);
- b. Multi-stage Preliminary Network Hydrant Coverage Plan (reference only);
- c. Construction Management Plan (reference only);
- d. Electrical servicing design drawing set (reference only);
- e. Geotechnical Investigation Report (reference only);
- f. Pipeline Structural Design Calculations (reference only);
- g. Safety in Design Risk Assessment (reference only).

3.3.19. Payment of Certification Submission Fees

The Registered Certifier must ensure the prescribed certification submission fee is paid to Unitywater as per Unitywater's [Fees and Charges](#) schedule. The fees and charges are updated each financial year and as such, the Registered Certifier must access the Unitywater website to calculate the fees applicable for the connection application current at the time of payment.

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3.3.20. Lodgement

Lodgement of the assessment and certification of the connection application occurs when the Registered Certifier submits the online forms, checklists and uploads all relevant supporting documents.

The Decision Notice at this stage is in *draft* only and cannot be acted upon by the applicant/developer.

3.4. Unitywater Audit of Certification Package

At its discretion, Unitywater will perform audits on certification packages for connection applications received from Registered Certifiers against the applicable audit criteria. Unitywater will rely on the certifications provided by the Registered Certifier in the certification package in carrying out any audit of the connection application.

When performed, an audit of the certification package by Unitywater will be in accordance with the audit process described in Part A of this Manual, section 15.1 Auditing.

3.5. Issue Decision Package

Unitywater's audit of the *draft* Decision Notice submitted as part of the certified package may result in changes being made to the Decision Notice before it is issued as part of a Decision Package.

Unitywater will issue the Decision Package to the applicant unless an audit results in a failed audit. See Part A of this Manual, section 15.1 Auditing. A Decision Package is typically comprised of a Decision Notice, Approved Documents and Drawings, reference documents and, where applicable, an Infrastructure Charges Notice(s).

A copy of the Decision Package will be sent to the Applicant and copied to either the Accredited Entity or Registered Certifier for their records.

3.6. Issue Infrastructure Charges Notice

In all circumstances where infrastructure charges are applicable, Unitywater will create and issue the Infrastructure Charges Notice (ICN) to the applicant in accordance with the DR Act.

3.7. Submission of an Approval Amendment Certification Package

The holder of a water approval (connection approval, including network works approval type) can request that amendments be made to a decision package, including but not limited to amendment to condition(s) of a Decision Notice, in the way stated in the Connections Policy in accordance with section 99BRAK of DR Act.

For Connection Approval without Network Works that require installation by Private Works of property connection infrastructure, i.e. a metered water service(s) or a sewerage property connection, and any changes to the approved live works connection detail(s) are required, prior to submission or re-submission of an application to Private Works for quotation, the Applicant must obtain an Amendment to Approval by requesting a Registered Certifier to submit an Approval Amendment Certification Package on its behalf to Unitywater.

For Network Works Approvals, after construction has commenced, as designated by the Pre-Start Meeting having been conducted by a Major Connections Certifier, limited changes to the approved design for construction may be eligible to be undertaken without the need to obtain an Approval Amendment Request. Instead, the Major Connection Certifier will advise Unitywater of the change or changes by means of a *Variation Notification*. For more information on *Variation Notifications*, refer to section 4.5 Variation Notification, Network Works Construction.

3.7.1. Determining whether an Applicant change request requires an Approval Amendment

To assist Certifiers in determining whether an applicant request for change to an approval should be assessed and submitted as an Approval Amendment Certification Package, if the answer to any of the guiding questions listed below is 'Yes', then an Approval Amendment is required for submission as a certification package. The list of questions is not exhaustive and is intended to be a guide.

Does the proposed change to a water approval:

- 1) require a change to the Decision Notice condition(s) of approval?
- 2) result in an increase or decrease in either the number of residential land use detached or attached dwellings, non-residential land use Gross Floor Area (GFA), or the network demand by the proposed or existing development?
- 3) *in conjunction with item 2) above*, require an amended Infrastructure Charges Notice?
- 4) increase or decrease the number of development stages, including 'sub-stages', or propose changes to development stage boundaries?
- 5) include changes to design of property connection infrastructure (metered water service or sewerage property connection) for installation by Private Works?
- 6) include changes to design for construction of network works, including Live Works or reticulation works, by Private Works?
- 7) includes a pipe material or alignment change to design for construction of network works that reduces the network capacity of the infrastructure (e.g. a proposal to change sewerage reticulation pipe specification from PE NuSewer to RIGSS PVC-U), or
- 8) include changes to design for construction of network works by a Contractor that would result in a non-compliance with provisions of the SEQ Code, or Unitywater infrastructure standards?

Note that this would trigger the requirement by a Major Connection Certifier to submit a new or amended Statement of Alternative Solutions – refer to section 3.3.15.

Where network works construction has commenced, for a change request in which the answers to all questions listed above are 'No', it is likely that this type of change request should be submitted by a Major Connections Certifier as a *Variation Notification*. For more information on *Variation Notifications*, refer to section 4.5 Variation Notification, Network Works Construction.

3.7.2. Applicant Request for Certifier to Amend an Approval

The applicant or representative will identify all aspects of the connection approval that will need to be amended, including Decision Notice condition(s), and document the reasons for the amendment (e.g. change in staging, change to number of lots or Gross Floor Area or Stormwater Impervious Area (for MBRC only), change in network demand) and carry out the necessary amendments. This may include amendment of the design for construction of proposed property connection infrastructure or network works.

The applicant or representative will then make a request, with the supporting documents, to the Registered Certifier to assess and prepare a draft Amended Decision Notice Package and submit the package to Unitywater for audit and to issue an Amended Decision Notice Package (Approval).

Registered Certifiers must submit an application for an Approval Amendment Certification Package as a certified package in the same way that a new connection application would be submitted. The relevant online submission form that corresponds to the existing approval type must be used for the Approval Amendment application, either connection application, connection and network works application, or network works only application.

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Approval Amendment Certification Packages must be accompanied by owners' consents, payment of fees in accordance with Unitywater's pricing fees and charges, and supporting documentation that may include, but is not limited to:

- a. a draft Amended Decision Notice; and
- b. an amended Infrastructure Charges Data Sheet, where network demand has increased or decreased;
- c. a revised development plan(s);
- d. a revised staging plan(s);
- e. a revised Unitywater approved Network Analysis Report, for reference only;
- f. a revised preliminary network servicing plan(s);
- g. a revised and/or new connection detail design for construction drawing(s);
- h. a revised and/or new network works design for construction drawing(s); and/or
- i. any other approved documentation that has been revised to reflect the proposed change.

3.7.3. Certifier Assessment of Applicant Request for Approval Amendment

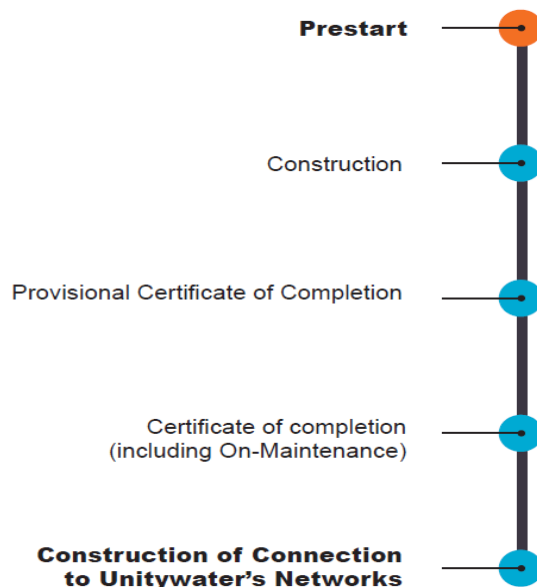
The assessment by a Registered Certifier of an Applicant request for Approval Amendment must be undertaken similarly to the assessment processes set out in section 3.2 Certification of the Connection Application and Submission to Unitywater and section 3.3 Application Assessment and Certification.

Once an Approval Amendment Certification Package submission is received, at its discretion, Unitywater may audit the submission, in accordance with criteria relevant to the application type, prior to issuing an Amended Decision Package to the applicant.

4. Construction

Figure 6 shows the process for construction and delivery of assets.

Figure 6 – Construction and Delivery of Assets



4.1. Engagement and Roles of Accredited Entities and Registered Certifiers

For the construction of water and sewerage work to be provided to Unitywater under this Manual:

- The Applicant will engage Accredited Entities from the [Register of Accredited Entities/Registered Certifiers](#) to provide the insurance, systems and resources to support the Major Connections Certifier and the Construction Certifier in carrying out certification of the construction work under this Manual.
- The Accredited Entity/Major Connections Certifier for monitoring compliance with connection approvals, water infrastructure agreements and Water Approval Connection Agreements during the construction activities may, but need not, be the same as the previously engaged Major Connections Certifier for the relevant connection approval.
- The Accredited Entity/Major Connections Certifier will nominate who the Applicant will need to engage as Construction Certifier from the Register of Accredited Entities/Registered Certifiers to carry out inspections of the works during the construction phase of the project, and to provide associated certifications.

4.2. Pre-Construction Activities

Prior to the commencement of the construction works, the Applicant must:

- Obtain a connection approval for the relevant works;
- Pay the portable long service leave levy in accordance with the *Building and Construction Industry (Portable Long Service Leave) Act 1991*;
- Appoint a Contractor that is able to itself execute, or have the works executed, and is able to verify that the works are in accordance with the approved design by completing:
 - All test results (excluding water main bacteriological tests) – See section 6.1.1.1;



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- ii. CCTV and associated reports of the constructed sewer mains – See section 6.1.1.2; and
- iii. As-Constructed Drawings - See section 6.1.1.3; and
- d. Make a request to the Major Connections Certifier for a Pre-Start Meeting (see section 4.3 Pre-Start Meeting).

4.3. Pre-Start Meeting

A Pre-Start Meeting must be held before the commencement of the construction activities. This is an opportunity for the relevant stakeholders to form a common understanding of the works required, identify any site constraints, establish an inspection schedule, and identify any early connections required. This meeting should also be used to identify if any changes may be necessary to the approved design plans.

The Pre-Start meeting must be attended by:

- a. The Registered Certifier – Major Connections Certifier;
- b. The Registered Certifier – Construction Certifier;
- c. Applicant's Consulting Engineers; and
- d. The water supply or sewerage contractor responsible for carrying out the construction work.

Attendance by Unitywater's Construction Development Officer or Private Works representative is *optional*.

The Major Connections Certifier is responsible for arranging and managing the Pre-Start Meeting with the relevant persons.

NOTE: Certain aspects are not considered 'network works' and as such do not need to follow the donated asset process (Pre-Start to Off-Maintenance) and can instead be presented to Unitywater's Private Works to quote and complete installation or inspection of a contractor undertaking installation (e.g. Installation of new MH only for purpose of new sewer property connection; OR installation, upgrade or relocation of sewer property connection).

4.3.1. Request for Pre-Start Meeting

The Applicant will make a request to the Major Connections Certifier to prepare and submit the online [A&C Pre-Start Meeting Notification](#) (online form).

The Major Connections Certifier will complete the online A&C Pre-Start Meeting Notification (online form) and submit the form at least **seven (7)** business days' notice before the intended pre-start date. Rescheduling of the Pre-Start Meeting can occur via notification given to Unitywater with an email to DevelopmentCertification@unitywater.com. If the Pre-Start Meeting needs to be rescheduled, the rescheduled date must provide for a minimum **two (2)** business days' notice to Unitywater unless prior agreement for a shorter time period of notice has been agreed to by a Unitywater Development Services representative.

The Major Connections Certifier **must not** submit the online A&C Pre-Start Meeting Notification (online form) without the receipt of proof of payment of the Portable Long Service Leave levy, where it is applicable.

Unitywater will issue the As Constructed drawing template (with applicable drawing numbers) to the Major Connections Certifier on receipt of the Pre-Start Meeting Notification.

4.3.2. Prepare Pre-Start Meeting Package

The Major Connections Certifier must prepare the Pre-Start Meeting Package before the meeting.



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The Pre-Start Meeting Package will, as minimum, include but not be limited to the following:

- a. Meeting agenda (To be set by the Major Connections Certifier. The following Unitywater's documents available online may be used to assist with setting the Agenda and agenda items – [Pre-Start Agenda – Example Only](#), [Unitywater Testing Requirements Summary](#) & [A&C Construction Notes](#));
- b. The Asset Information Package to identify documentation for donated assets that will be provided to Unitywater prior to acceptance on maintenance of the constructed works;
- c. Copy of the connection approval including approved design plans; and
- d. Construction Inspection Schedule for inspection of the works to be carried out by the Construction Certifier ([Unitywater's Construction Inspection Schedule Guidelines](#) document available online is a minimum schedule to be adopted by the Major Connections Certifier).

4.3.3. Pre-Start Meeting

The Major Connections Certifier will conduct the Pre-Start meeting. The Pre-Start Meeting must be held on the site on which the approved works are to be constructed so that the attendees can identify and consider the site constraints as part of the Pre-Start Meeting. (Note: Unitywater agreement can be requested to conduct the Pre-Start meeting in an alternate location or via online video platform where Covid-19 protocols need to be considered). The Major Connections Certifier will;

- a. Review the approved Network Works drawings to identify any points of interest for discussion. Consideration of whether any Early Works are applicable to the project and confirm the Early Works portion is clearly identified on the approved Network Works drawings.
- b. Present and discuss the [Construction Inspection Schedule Guidelines](#) for inspection of the works to be carried out by the Construction Certifier.;
- c. Confirm the intervals for presentation of the Construction Certifier Inspection Record from the Construction Certifier to the Major Connections Certifier;

Note: Pre-Start minutes must reflect the above discussions occurring and provide details of the confirmed expectation of frequency and timing of inspections by the Construction Certifier as well as frequency of the submission of Construction Inspection records from the Construction Certifier to the Major Connections Certifier.

- d. Make and discuss the decision on the connection of the constructed sewerage works to Unitywater's network jointly with the other attendees. The following is a guide to assist the Major Connections Certifier in making the decision on who will undertake the connection works.

Unitywater will require the developer's contractor to undertake the *minor* sewerage connection works under the inspection of the Construction Certifier where:

- I. The connection works does not involve 'plugging' Unitywater's sewers or interruption to existing flows in the network; or
- II. If 'plugging' or interruption to existing flows is necessary, then the connection:
 - a) Does not involve an upstream pumped discharge flow;
 - b) Is not on a pipe diameter exceeding 225mm; and
 - c) The timeframe for plugging or interruption to the existing flows must not exceed **two (2) hours**.

If it is determined that sewerage connection works are to be undertaken by the developer's contractor under the inspection of the Construction Certifier, then the Planned Network



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Intervention process as detailed in section 6.1.2 - On-Maintenance Acceptance and Sewerage Connection must be followed.

Where the above criteria cannot be met, the Major Connections Certifier will advise the developer or representative to request a quotation from Unitywater to undertake the sewer connection works.

Note: - Where it has been determined that Unitywater will undertake the sewer connection works, there is to be no request for Unitywater inspection of the sewer connection works as the actual construction of sewer connection is being undertaken by Unitywater. The decision on who undertakes the connection works must be included in the Pre-Start Meeting minutes.

- e. Confirm the responsibility for collection and preparation of As Constructed information and documents.

Note: - The Major Connections Certifier will receive the As Constructed drawing template (with applicable drawing number) from Unitywater as a result of the Pre-Start Notification submission and will need to pass on to the relevant entity responsible for preparing the As Constructed drawings;

- f. Identify any actions to be taken before commencement of the construction; and
- g. Record minutes of the meeting for attachment to the [A&C Pre-Start Meeting Record](#) (online form) to Unitywater (Refer section 4.3.4 Post Pre-Start Meeting). This must include the decision at (d) above.

4.3.4. Post Pre-Start Meeting

Following the Pre-Start Meeting onsite, the Major Connections Certifier will complete the [Pre-Start Meeting Record](#) (online form) and submit the form within **five (5)** business days of the date of the Pre-Start Meeting. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's [Recommended Document File Naming Convention](#) for ALL attachments submitted under a certification package.

The Major Connections Certifier will arrange for the 'actions' identified in the Pre-Start Meeting Record to be addressed by the relevant person/s either before or after the construction commences, as required. In particular, the Major Connections Certifier will need to ensure the email from Unitywater with the drawing template (with applicable drawing number/s) has been received and the Major Connections Certifier shall pass the drawing template (with applicable drawing numbers) on to the relevant entity responsible for preparing the As Constructed drawings.

Following the lodgement of the Pre-Start Meeting Record, Unitywater's Construction Development Officer will review the Pre-Start Meeting Record to note 'actions' identified in the Pre-Start meeting and decide whether to schedule auditing aligned with the Construction Inspection Schedule. Any errors or omissions that are identified will be communicated to the Major Connections Certifier within applicable timeframes for action.

The construction activities may commence after the Pre-Start meeting.

4.3.5. Unitywater Audit

The submission of the Pre-Start Meeting Record certification package will be audited by Unitywater in accordance with the audit process described in Part A of this Manual, section 15.1 Auditing.

4.4. Construction

The construction of the approved network works may only commence after the completion of the Pre-Start Meeting.

The Construction Certifier will carry out inspections to ensure the construction activities are carried out in accordance with the approved plans and all standards and requirements as specified in the



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SEQ Water Supply and Sewerage Design and Construction Code (SEQ Code) and other relevant legislation (e.g. *Work Health and Safety Act 2011*), and is required to provide certification of compliance with those approvals and standards under this Manual.

4.4.1. Construction Inspection

The Construction Certifier will inspect construction activities at the milestones nominated in the Construction Inspection Schedule (Identified in the Pre-Start Meeting Record) and at other times that the Construction Certifier considers necessary during the construction of the works to certify that the constructed works comply with the connection approval.

The Construction Certifier will record all inspections undertaken in a Construction Certifier Inspection Record during construction and submit the records periodically at the intervals agreed with the Major Connections Certifier at the Pre-Start Meeting. An example template for [Construction Certifier Inspection Record](#) can be downloaded from Unitywater's webpage for use or indication of the record keeping required.

The Construction Certifier is also encouraged to use other tools for generating records at scheduled inspections such as taking photographs or utilising electronic tools such as '*iAuditor*.'

At the completion of the construction, the Construction Certifier will certify the accuracy of the Construction Certifier Inspection Records in relation to the inspection of construction activities at the milestones nominated in the Construction Inspection Schedule (Identified in the Pre-Start Meeting Record) and at other times that the Construction Certifier considered necessary during the construction of the works to certify that the constructed works comply with the connection approval and standards. The Construction Certifier Inspection Record will form part of the asset handover submission.

Unitywater may request a copy of any or all of the Construction Certifier Inspection Records at any time during construction. The Construction Certifier must make these available within **two (2)** business days of the request.

4.4.2. Construction Audit

During the construction period, the Unitywater Construction Development Officer may carry out audits of the construction works.

The Unitywater Construction Development Officer may also request the Construction Certifier to submit any or all Construction Inspection Records and or to undertake joint inspections with the Construction Certifier on site if necessary.

4.5. Variation Notification, Network Works Construction

Any variations to the approved design for construction of network works that become necessary during the construction phase of the development will be managed by the Major Connections Certifier.

Note that an A&C Variation Notification, Network Works must not be submitted prior to the Major Connections Certifier conducting a Pre-Start Meeting that would enable construction to commence.

During construction, variations to the approved network works (approved design for construction drawings and/or specifications) may be requested by the developer's consulting engineer or contractor to amend the design drawings in order to resolve conflicts such as alignment of approved water supply and sewerage infrastructure with other infrastructure e.g. stormwater pipes or in view of latent conditions (e.g. unexpected ground conditions such as isolated pockets of high plasticity soil). The Applicant's consulting engineer will modify the approved design drawings, accordingly, ensuring the amendment complies with the SEQ Code.



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The Applicant's consulting engineer will submit the variation proposal to the Major Connections Certifier to determine and confirm whether the proposal is a variation or requires an Approval Amendment Request, prior to assessing and approving the Variation. Under no circumstances must the Contractor act on a variation proposal without first obtaining a Variation approval from the Major Connections Certifier.

The Major Connections Certifier will assess the proposed variation and determine if the proposed variation satisfies the criteria set out in the [A&C Variation Notification, Network Works](#) (online form) and is permissible under the conditions of the connection approval. If this is the case, then the Major Connections Certifier will approve the variation, complete the A&C Variation Notification, Network Works (online form) and submit the approval to Unitywater.

Once the submission is lodged, the Major Connections Certifier should advise the relevant parties, i.e. the Construction Certifier and the Applicant's consulting engineer, if separate from the Major Connections Certifier). The Certifier then advises the contractor to proceed with the network works variation.

If the proposed variation should instead be categorised as requiring an Approval Amendment Request with reference to above section 3.7.1 Determining whether an Applicant change request requires an Approval Amendment, the Major Connections Certifier will request the Applicant to prepare an Approval Amendment Request application in accordance with the Connections Policy and section 3.7 Submission of an Approval Amendment Certification Package.

4.6. Provisional Certificate of Completion (Only for Developers requiring early release from the relevant Council of a survey plan relating to land subdivision)

Applicants may apply for a Provisional Certificate of Completion from Unitywater to obtain early release of the plan of survey from the relevant council,

Note: The Applicant can only seek a Provisional Certificate of Completion via a Major Connections Certifier where all of the uncompleted water supply and sewerage works are the responsibility of the Major Connections Certifier's certification (for example – where the water supply or sewerage works rely on, or connect to, trunk infrastructure that is under construction for servicing of the stage/development, prior approval from Unitywater's Development Services will be required to allow the Major Connections Certifier to engage in the Provisional Certificate of Completion process).

The Applicant will make the request to the Major Connections Certifier to prepare a Provisional Certificate of Completion package for submission. The Major Connections Certifier will lodge the request to Unitywater to issue a Provisional Certificate of Completion for the development using the [A&C Provisional Certificate of Completion](#) (online form).

Unitywater will assess the request and decide whether or not to issue a Provisional Certificate of Completion. Unitywater will take into consideration the matters set out in section 8.1 of Unitywater's Connections Administration Manual, including whether the uncompleted work is able to be completed within **ninety (90)** days of the application. In determining whether or not the uncompleted works is able to be completed within **ninety (90)** days, Unitywater may take into consideration whether the Applicant has a history of failure to complete uncompleted works within the required period set out in a Provisional Certificate of Completion or applicable Water Approval Connection Agreement.

4.6.1. Request Certification of Works Complete

The Applicant will provide the Major Connections Certifier with an uncompleted works schedule outlining the works complete versus the uncompleted works including the associated cost of the uncompleted works. The Major Connections Certifier will request the Construction Certifier to review the uncompleted works schedule and confirm that:

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- a. At least 50% of water supply works and at least 50% of sewerage works have been completed; and
- b. The uncompleted works can be completed, inspected, accepted and connected within **three (3)** months.

4.6.2. Review Records and Inspect

The Construction Certifier will review the Construction Certifier Inspection Record to confirm the request from the Major Connections Certifier at section 4.6.1 above, this may include undertaking additional inspections or joint inspection with the Major Connections Certifier and the Unitywater Officer or Inspector. If the Construction Certifier can confirm the request, the Construction Certifier will advise the Major Connections Certifier accordingly.

If the works are not 50% complete or, in the view of the Construction Certifier, the uncompleted works cannot be completed, inspected, accepted and connected within **ninety (90)** days, the Construction Certifier will notify the Major Connections Certifier who will then advise the Applicant. The Applicant is then responsible for ensuring that the contractor completes the necessary works. Upon completion of the necessary works, the Applicant will make another request to the Major Connections Certifier to prepare a Provisional Certificate of Completion package for submission to Unitywater. The Major Connections Certifier will then re-start the process at section 4.6.1.

4.6.3. Submission of Provisional Certificate of Completion Certification Package

Following the receipt of the confirmation from the Construction Certifier, the Major Connections Certifier will commence processing the submission for the issue of the Provisional Certificate of Completion. Once satisfied, the Major Connections Certifier can proceed by completing the [A&C Provisional Certificate of Completion](#) (online form) - (Certificate of Completion (incl. Provisional) and On-Maintenance (incl. Early Connection of Works)). The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package.

The A&C Provisional Certificate of Completion (online form) will need to be completed jointly by the Major Connections Certifier and the Construction Certifier (Construction Certifier Works Completed Certification within the online form).

The request for the issue of the Provisional Certificate of Completion submission must include the following items:

- a. Payment of the fee for the issue of the Provisional Certificate of Completion. The Provisional Certificate of Completion Form must be accompanied by the applicable fee. The fee to be paid can be found at [fees and charges](#) or by phoning 1300 0 UNITY (1300 086 489).
- b. One electronically signed original version of the *Water Approval Condition Agreement* for the Provisional Certificate of Completion. The latest version of the template for [Water Approval Connection Agreement](#) must be downloaded from Unitywater website.
- c. Evidence to demonstrate payment of ALL Unitywater Infrastructure Charges applicable to the development as detailed in any applicable Infrastructure Charges Notice;
- d. A copy of the signed survey plan including evidence of previously executed easement documents where Unitywater easements are applicable on the survey plan (refer section 4.6.6);
- e. A receipt or acknowledgment from Unitywater for the provision of the maintenance bond specified in section 6.1.1.5 On Maintenance Bond. Where 'Rolling Bonds' are applicable the updated Rolling Bond register must be supplied with the new line entry identifying the applicable bond;



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- f. A receipt or acknowledgment from Unitywater for the provision of an uncompleted works bond to the value of 125% of the value of any incomplete works. The uncompleted works bond total must have a minimum value of \$10,000.00. Where 'Rolling Bonds' are applicable the updated Rolling Bond register must be supplied with the new line entry identifying the applicable bond.;
- g. An itemised schedule indicating cost, timing, and responsibility for:
 - i. Testing of all works under construction;
 - ii. Connection cost of the new water supply and sewer (if applicable) infrastructure to Unitywater networks. This may require the applicant or representative to have requested and obtained a quote from Unitywater for the connection works. Alternatively, where the contractor is completing sewer connection, the contractor's costs for these works;
 - iii. As-constructed preparation cost (based on reasonable cost for Unitywater to collect this information. As a guide – minimum - up to **twenty (20)** Lots subdivision – allow \$4,000 for water supply and \$6,000 for sewerage as constructed collation);
 - iv. Reconnection of any existing dwellings to new works;
 - v. Reconnection of any existing services; and
 - vi. Completion of the uncompleted works. The uncompleted works and maintenance bonds can be in the form of electronic funds transfer, bank cheque or an unconditional bank guarantee (refer to Unitywater's [Bank Guarantee Pro Forma](#)). (Note: where a bank guarantee is provided by the applicant for bond purposes the release of the bank guarantee document by Unitywater at the appropriate time will be directly to the financial institution for the guarantee and NOT to the applicant) (refer to [Unitywater's Connection Administration Manual](#)).

4.6.4. Assess Request for Provisional Certificate of Completion

The Major Connections Certifier will assess the Request for a Provisional Certificate of Completion.

The Major Connections Certifier can utilise the [A&C – Provisional Certificate of Completion – Assessment Checklist](#) as a guideline (available online) when assessing the request for a Provisional Certificate of Completion.

The Major Connections Certifier may need to request additional information from the Applicant to enable the assessment of the Request for a Provisional Certificate of Completion to be completed.

4.6.5. Prepare Provisional Certificate of Completion Certification Package

Following satisfactory assessment of the request for a Provisional Certificate of Completion, the Major Connections Certifier will prepare a *Provisional Certificate of Completion certification package* for submission to Unitywater:

- a. The *Provisional Certificate of Completion* certification package must include Items (a) to (g) listed in section 4.6.3 Submission of Provisional Certificate of Completion Certification Package. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for all attachments submitted under a certification package;
- b. A draft [Provisional Certificate of Completion](#) (certificate template available online); and
- c. A completed [Water Meter Register and Property Conditions](#) record (template available online).



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Note: Only lot numbers and property conditions are required at time of Provisional Certificate of Completion. Meter numbers and reading are not required as these will be provided as an updated version of this document at the On-Maintenance stage.

4.6.6. Easements

Where Unitywater easements are required, being absorbed, surrendered, or require continuance on the new survey plan, the Major Connections Certifier must first review the survey plan and ensure all required easements, easement absorption, easement surrender, or continuance are correctly shown and located in accordance with the SEQ Code. The Major Connections Certifier must then provide easement confirmation to Unitywater's Property Section with the required supporting documents (e.g. Survey Plan, Form 9 etc.) to allow Unitywater to execute the easement documents. This can be done directly by the Major Connections Certifier, or the Major Connections Certifier may provide the easement confirmation to the Developer or Developer's surveyor or legal representative to include in the lodgement of required documents to Unitywater's Property Section for Unitywater to execute the easement documents. Major connections Certifiers must only undertake easement confirmation certification on a signed survey plan.

For new easements, the easement confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the proposed easement [easement title e.g. A] on Proposed Lot [lot No.] as shown on SP [Sp No] is satisfactory alignment and size for the [existing or proposed] sewerage main traversing this property. Proposed easement [easement title e.g. A] on Proposed Lot [lot No.] as shown on SP [Sp No] is required for [water supply or sewerage] purposes.

For existing easement absorption (partial or full) the easement absorption confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the [full or partial] absorption of Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is satisfactory.

For existing easement surrender the easement surrender confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the surrender of Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is satisfactory.

For existing easement to be continued (where consent to continue to have the easement is required e.g. new parkland over existing easement) the easement continuance confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is confirmed as required to continue in the registered location.

For the Provisional Certificate of Completion submission, the Major Connections Certifier must ensure the above easement confirmation process has been completed and the (surveyor) signed relevant Survey Plan and confirmation of Unitywater **executed** Easement Documents are provided in the Provisional Certificate of Completion submission to demonstrate the survey plan and associated easement documents are finalised and ready to be lodged for registration with the "Department of Resources" Titles Registry.

4.6.7. Submission of the Provisional Certificate of Completion Certification Package

When the preparation of the Provisional Certificate of Completion Certification Package is complete, the Major Connections Certifier will:



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- a. Submit the Provisional Certificate of Completion certification package via [A&C Provisional Certificate of Completion](#) (online form) - (Certificate of Completion (incl. Provisional) and On-Maintenance (incl. Early Connection of Works));

4.6.8. Unitywater Audit

The submission of the *Provisional Certificate of Completion certification package* will be audited by Unitywater in accordance with the audit process described in Part A of this Manual, section 15.1 Auditing.

4.6.9. Issue of the Provisional Certificate of Completion

When Unitywater is satisfied with the Provisional Certificate of Completion certification package, Unitywater will:

- a. Sign and issue via email the Provisional Certificate of Completion within **five (5)** business days to:
 - i. The applicant or representative;
 - ii. Major Connections Certifier; and
 - iii. Construction Certifier.
- b. Execute and issue via email the executed Water Approval Connection Agreement to the Applicant; and copy the Major Connection Certifier and Construction Certifier.

In deciding whether to issue a Provisional Certificate of Completion, Unitywater will take into consideration the matters set out in section 8.1 of Unitywater's Connections Administration Manual, including whether the uncompleted work is able to be completed within **ninety (90)** days of the application. In determining whether the uncompleted works is able to be completed within **ninety (90)** days, Unitywater may take into consideration whether the Applicant has a history of failure to complete uncompleted works within the required period set out in a Provisional Certificate of Completion or applicable Water Approval Condition Agreement.

4.6.10. Compliance with Water Approval Condition Agreement

The Major Connections Certifier and the Construction Certifier must monitor the Applicant's compliance with the Water Approval Condition Agreement in relation to the works under construction. In particular, the **90 day** time period for completion, inspection, acceptance and connection of the works must be monitored and where this timeframe is determined to be exceeded, the Major Connections Certifier **must** advise Unitywater via an email to DevelopmentCertification@unitywater.com with supporting justification for the delayed completion of works beyond the schedule accepted by the Construction Certifier at the acceptance of the Provisional Certificate of Completion application. This notification must be given to Unitywater at the earliest identification of the adjusted timeframe for completion of works and prior to the **90 day** period elapsing. In addition to the demonstration of delays and nomination of an extension date the Major Connections Certifier must also request the developer, proponent or developer's or proponent's representative to review and confirm the status of dwelling construction (if any) associated with any of the lots involved in the Provisional Certificate of Completion such that it is demonstrated there will not be any dwelling completion and occupation prior to the works being completed, inspected, accepted and connected. Unitywater's review of any extension of time for the Water Approval Agreement obligations intends to avoid any conflict with dwelling occupation.

The Major Connections Certifier must take appropriate actions to resolve any non-compliance with the Water Approval Condition Agreement without involving Unitywater. However, if any non-compliance cannot be resolved by the parties involved, the Major Connections Certifier must notify Unitywater to request that Unitywater act in relation to the identified non-compliance with the Water Approval Condition Agreement.

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4.6.11. Unitywater Actions for Non – Compliance with the Water Approval Connection Agreement

Where appropriate, Unitywater will undertake an investigation and take appropriate actions under the Water Approval Connection Agreement. The following are actions that may be taken by Unitywater:

- a. Call upon the uncompleted works bonds for non-compliance to the Water Approval Connection Agreement; or
- b. Issue a direction to the Applicant under the Water Approval Connection Agreement;
- c. The Applicant must act on the direction issued by Unitywater to ensure compliance with the Water Approval Condition Agreement is maintained.

5. Early Works

An Early Works Certificate can be applied within the Network Works construction process where the Approved Network Works Drawing requires the construction, completion, inspection, acceptance and connection of part or all of the network works prior to the overall works completion.

For example, a multi-story residential building requires existing sewerage network to be relocated clear of basement excavation OR similar relocation or completion of water supply or sewerage mains are required in the early period of a land subdivision project. An Early Works Certificate can only be applied where there is a mandatory Certificate of Completion to be issued for the project. For example, the multi-storey residential building requires a mandatory Certificate of Completion to be issued by Unitywater whereby the Applicant has to demonstrate to Council they have satisfactorily complied with all conditions of the connection approval (necessary to complete the compliance assessment process with Council). Otherwise, a Certificate of Completion with Network Works must be applied to the constructed works.

Where an Early Works Certificate is to be applicable, the approved Network Works drawings must indicate the extent of works required to undertake the early works acceptance process (see section 5).

Note: In the case that Unitywater Private Works will be engaged to construct works, including the live connections, that comply with the above early works criteria (specifically the mandatory Certificate of Completion requirement) the Early Works process outlined in section 5 is not required. The Approved Network Works drawings identifying the Early Works portion of works can form part of the Private Works Quotation request and the Accredited Certifier can authorise Private Works to proceed with the Early Works portion upon payment of the Private Works quotation for the Early Works portion. All other Unitywater requirements in relation to either a Network Works Approval or a combined Connection and Network Works Approval must still be demonstrated by the Major Connections Certifier.

5.1. Early Works Certificate

The following activities relate to the request and issue of the Early Works Certificate.

Follow all the required process steps as outlined in 6.1.1 Preparation of Request for On-Maintenance Acceptance of Works.

5.2. Submission of a Certification Package for Early Works Certificate

Once the On-Maintenance acceptance process has been satisfactorily completed the Major Connections Certifier can prepare an Early Works Certificate Certification Package for submission to Unitywater.



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5.2.1. Assess and Submit a Certification Package for Early Works Certificate

The Major Connections Certifier will commence the Early Works Certificate submission by completing the [A&C Certificate of Completion \(incl. Provisional\) and On-Maintenance \(incl. Early Connection of Works\)](#) (online form). The A&C Certificate of Completion (incl. Provisional) and On-Maintenance (incl. Early Connection of Works) needs to be completed jointly by the Major Connections Certifier and the Construction Certifier. The Construction Certifier will complete the Construction Certifier Works Completed Certification section of the online form. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package.

The Major Connections Certifier may need to request additional information from the Applicant to enable the assessment of the request for Early Works Certificate to be completed.

The submission for the Early Works Certificate must include:

- a. All items listed in the checklist section of the A&C Certificate of Completion (incl. Provisional) and On-Maintenance (incl. Early Connection of Works);
- b. A copy of the [Construction Certifier Inspection Record](#) completed and certified by the Construction Certifier. See section 4.4.1 Construction Inspection;
- c. A draft Early Works [Certificate](#) (certificate template available online);
- d. Identification of the prescribed Fees – see Unitywater's website for current [Pricing, Fees and Charges](#).

5.3. Unitywater Audit of the Request for Early Works

Unitywater will carry out an audit of the Early Works Certificate Certification Package in accordance with the audit process described in Part A of this Manual, Section 15.1 Auditing.

This process will be repeated until Unitywater is satisfied with the asset handover documentation in the Early Works Certificate certification package to proceed to acceptance on maintenance of the works.

5.3.1. Issue Early Works Certificate

When the audit of On-Maintenance acceptance certification package results in an outcome that allows the certification package to progress, or Unitywater chooses to 'audit later' Unitywater will:

- a. Issue the **Early Works Certificate** to the Applicant; and
- b. Email copies of the **Early Works Certificate** to the Major Connections Certifier for record.

6. Certificate of Completion

The Certificate of Completion is issued by Unitywater when the Applicant has satisfactorily complied with all conditions of the connection approval. Applicants will also require a Certificate of Completion from Unitywater to confirm Unitywater's acceptance of the constructed asset/s and for Applicants to be able to demonstrate satisfying all Unitywater requirements in relation to a Connection Approval (May be necessary to complete the compliance assessment process with Council). Where Unitywater Network Works are applicable to a Connection Approval, the issue of a Certificate of Completion includes Unitywater accepting ownership of the stated network works subject to On-Maintenance conditions.

A Certificate of Completion can be in one of two categories:

- a. Certificate of Completion **with** network works (see section 6.1 to 6.3); and

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- b. Certificate of Completion **without** network works (see section 6.4).
Note: In the case that Unitywater Private Works has been engaged to construct the network works in addition to the live connections a request for Certificate of Completion **without** network works can be submitted as an exception. This is because for works constructed by Unitywater Private Works, there is no On-Maintenance Period, no On-Maintenance Date, and no requirement to provide a Maintenance Bond. All other Unitywater requirements in relation to either a Network Works Approval or a combined Connection and Network Works Approval must still be demonstrated by the Major Connections Certifier.

6.1. Certificate of Completion with Network Works

The following activities relate to the request and issue of the Certificate of Completion involving network works.

6.1.1. Preparation of Request for On-Maintenance Acceptance of Works

The Applicant will request the Major Connections Certifier (at the completion of the works) to apply for the Certificate of Completion. The request must be accompanied by a *single On-Maintenance Package* that includes the following items:

- a. All test results (**excluding** water main bacteriological tests) – See section 6.1.1.1;
- b. CCTV and associated reports of the constructed sewer mains – See section 6.1.1.2;
- c. As-constructed drawings – See section 6.1.1.3;
- d. Certification of existing services – See section 6.1.1.4;
- e. On-Maintenance bond – See section 6.1.1.5;
- f. Easement documents where applicable – See section 6.1.1.6; and
- g. Water Meter Register and Property Conditions where new lots are being created on title.

The Major Connections Certifier will collate and review all the documents submitted by the applicant or representative before forwarding relevant documents and requesting the Construction Certifier to review and advise that the works are completed and acceptable for an On-Maintenance inspection.

The Construction Certifier:

- a. Will review the Construction Certifier Inspection Record to ensure all works have been satisfactorily completed;
- b. Carry out additional inspections if necessary;
- c. **Will complete a preliminary On-Maintenance inspection to ensure all works are ready for an On-Maintenance inspection;** and
- d. If any items are not to the satisfaction of the Construction Certifier, the Construction Certifier will notify the Major Connections Certifier accordingly.

Following confirmation from the Construction Certifier and agreement from the Major Connections Certifier that all items as outlined in 6.1.1.1 to 6.1.1.6 are satisfactory, the Major Connections Certifier will complete the [A&C On-Maintenance or Early Connection of Works Inspection Notification](#) (*online form*) and submit the form at least **seven (7)** business days before the intended on-maintenance inspection date.

Rescheduling of the On-Maintenance inspection can occur via notification given to Unitywater with an email to DevelopmentCertification@unitywater.com. If the On-Maintenance inspection meeting needs to be rescheduled, the rescheduled date must provide for a minimum **two (2)** business days' notice to Unitywater unless prior agreement for a shorter time period of notice has been agreed to by a Unitywater Development Services representative.

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The A&C On-Maintenance or Early Connection of Works Inspection Notification (online form) will include the submission of the Water Meter Register and Property Conditions document (where new lots are being created on title) and the relevant As Constructed plans for Unitywater's reference and commencement of the validation process if deemed necessary.

Unitywater will issue a share folder invitation to the Major Connection Certifier on receipt of the A&C On-Maintenance or Early Connection of Works Inspection Notification. This will allow the transfer of large size documents (e.g. CCTV video files) in advance of the On Maintenance and Certificate of Completion submission. The Major Connection Certifier must be aware that there is a limitation on file size for the share folder uploads. Individual and zip files should not exceed 2GB. Also, the share folder itself has a 10GB limit, so once multiple files exceed 10GB there will be issues and the files should be spread over multiple share folders. The Major Connections Certifier should seek multiple share folders by email request to DevelopentCertification@unitywater.com where the share folder 10GB limit will be exceeded.

Following the submission of the A&C On-Maintenance or Early Connection of Works Inspection Notification, the Major Connections Certifier will proceed to undertake the On-Maintenance acceptance process as outlined in sections 6.1.1 and 6.1.2 below.

6.1.1.1. Test Results

All constructed water supply and sewerage infrastructure must undergo testing in accordance with the SEQ Code. The tests must be carried out by persons or companies accredited by the National Association of Testing Authorities Australia (NATA).

The test results must be presented in accordance with the SEQ Code requirements and are to be reviewed for compliance by the Major Connections Certifier.

6.1.1.2. Closed Circuit Television (CCTV) Report

Closed circuit television (CCTV) inspection and reporting must be carried out on all constructed sewer lines.

The CCTV and the associated report must be reviewed by the Applicant's consulting engineer to ensure:

- a. The CCTV inspection has been undertaken in accordance with the SEQ Code; and
- b. The actual construction has been completed in accordance with the SEQ Code and that there are no defects.

The Applicant's consulting engineer must direct the contractor to rectify any faults or defects that have been identified in the review. Rectification of defects must be confirmed by a subsequent CCTV inspection.

The Applicant's consulting engineer shall provide a written report as part of the CCTV submission to the Major Connections Certifier. This report shall include, but not be limited to:

- a. The name and address of the project, the business name of the contractor and engineering consultant undertaking the review, and the connection approval reference number on the front of the cover; and
- b. Marked up layout plans (final approved version of the design drawings) indicating the overall layout of the new works, the maintenance structure numbers, the location of house junctions etc. These plans shall be marked up by the Applicant's consulting engineer as part of their review to ensure that all pipelines, fittings, and structures have been CCTV investigated (as applicable); and
- c. Detailed comments of what defects have been found in the CCTV and rectified (where applicable) during the Applicant's consulting engineer review process; and
- d. A copy of the "[CCTV Review Check Sheet](#)" (available online) – ([CCTV Review Technical Specification](#)) shall be completed by both the contractor and Applicant's consulting engineer

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and submitted with the CCTV digital and hardcopy in accordance with the SEQ Water Supply and Sewerage Design and Construction Code requirements.

The Certificate of Completion (incl. Provisional) and On-Maintenance (incl. Early Connection of Works) submission to Unitywater (online form) will be made by the Major Connections Certifier:

- a. With confirmation that the Major Connections Certifier is satisfied that works have been constructed in accordance with the SEQ Code; and
- b. Certification from the Major Connections Certifier that the CCTV and the associated review report is accurate.

6.1.1.3. As-Constructed Drawings

The as-constructed drawings for all water supply and sewerage infrastructure that will be provided to Unitywater as contributed assets must be prepared in accordance with the SEQ Water Supply and Sewerage Design and Construction Code Asset Information Specification. The relevant formats for the As Constructed documents must align with the SEQ Water Supply and Sewerage Design and Construction Code Asset Information Specification - [Checklist of Typical Final Handover Deliverables](#). (Available online)

The drawings are an essential component of the acceptance of the works for on maintenance and accuracy is paramount. The Major Connections Certifier will be responsible for ensuring the information presented on the As-Constructed documents (excluding the xml files) correctly represents the constructed works.

6.1.1.4. Certification of Existing Services

Where subdivision occurs, and an existing building is to be retained, the registered surveyor must submit certification that the water supply and/or sewerage services connection points required to service the building exist or, where provided as part of the works, are contained wholly within the new lot containing the existing building.

6.1.1.5. On Maintenance Bond

A receipt or acknowledgment from Unitywater for the provision of a maintenance bond of five percent (5%) of the value of the works or \$6,000 for sewerage component of the works and \$4,000 for the water component of the works (whichever is the greater). The maintenance bond can be in the form of EFT, bank cheque or an unconditional bank guarantee (refer to Unitywater's [Bank Guarantee Pro forma](#)).

Unitywater will hold the maintenance bond as surety and will return it after the satisfactory Off-Maintenance acceptance of the works.

Where 'Rolling Bonds' are applicable the updated Rolling Bond register must be supplied with the new line entry identifying the applicable bond. The Major Connections Certifier must reference the appropriate new rolling bond entry within the supporting comments field on the online form to demonstrate satisfactory compliance has been achieved for the maintenance bond requirement.

6.1.1.6. Easements

Where Unitywater easements are required, being absorbed, surrendered, or require continuance on the new survey plan, the Major Connections Certifier must first review the **signed** survey plan and ensure all required easements, easement absorption, easement surrender, or continuance are correctly shown and located in accordance with the SEQ Code. The Major Connections Certifier must then provide easement confirmation to Unitywater's Property Section with the required supporting documents (e.g. Signed Survey Plan, Form 9 etc.) to allow Unitywater to execute the easement documents. This can be done directly by the Major Connections Certifier, or the Major



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Connections Certifier may provide the easement confirmation to the Developer or Developer's surveyor or legal representative to include in the lodgement of required documents to Unitywater's Property Section for Unitywater to execute the easement documents.

For new easements, the easement confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the proposed easement [easement title e.g. A] on Proposed Lot [lot No.] as shown on SP [Sp No] is satisfactory alignment and size for the [existing or proposed] sewerage main traversing this property. Proposed easement [easement title e.g. A] on Proposed Lot [lot No.] as shown on SP [Sp No] is required for [water supply or sewerage] purposes.

For existing easement absorption (partial or full) the easement absorption confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the [full or partial] absorption of Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is satisfactory.

For existing easement surrender the easement surrender confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the surrender of Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is satisfactory.

For existing easement to be continued (where consent to continue to have the easement is required e.g. new parkland over existing easement) the easement continuance confirmation must include the following statement and details:

I [certifier name] acting as Unitywater's Registered certifier for this project confirm that the Unitywater easement [easement title e.g. A] on Lot [lot No.] SP [Sp No] as shown on SP [Sp No] is confirmed as required to continue in the registered location.

For the Certificate of Completion submission, the Major Connections Certifier must ensure the above easement confirmation process has been completed and (surveyor) signed relevant Survey Plan and confirmation of Unitywater **executed** Easement Documents are provided in the Certificate of Completion submission to demonstrate the survey plan and associated easement documents are finalised and ready to be lodged for registration with the "Department of Resources" Titles Registry.

6.1.1.7. Conduct On-Maintenance Meeting

The Major Connections Certifier will conduct the on-maintenance inspection. The [A&C On-Maintenance Inspection Guideline](#) (*available online*) can be used as a guide to assist with the On-Maintenance inspection requirements. During the inspection, the Major Connections Certifier must identify and record any rectification works. Identified defects and the rectification records must be provided to Unitywater as part of the A&C Certificate of Completion and On-Maintenance (incl. Early Connection of Works) submission.

The Major Connections Certifier will notify the Applicant of any required rectification works.

The Major Connections Certifier, with the Construction Certifier (if necessary) will re-inspect the works to ensure identified rectification works have been satisfactorily carried out. The process is repeated until the Major Connections Certifier is satisfied that the works can be certified for acceptance On-Maintenance.

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6.1.2. On-Maintenance Acceptance and Sewerage Connection

Following the satisfactory On-Maintenance inspection (confirmation on site that there are no defects identified and works can be accepted), the Major Connections Certifier will commence the connection of the sewerage works process (if applicable) to Unitywater network.

The connection of the constructed sewerage work to Unitywater networks will be undertaken either by:

- a. Unitywater Private Works section; or
- b. Construction contractor.

The decision on who undertakes the connection works is made at the Pre-Start Meeting as outlined at 4.3.3 (d).

6.1.2.1. Sewerage Connection by Unitywater

The Major Connections Certifier must ensure that the Applicant has:

- a. Requested and is in receipt of a quotation from Unitywater for the required sewerage connection works; and
- b. Made payment for the quotation within the timeframe specified in the quotation (Otherwise the quotation must be re-quoted and additional payment made or confirmation from Unitywater's Private Works section that the original quotation is still valid);
- c. Demonstrated payment of ALL Unitywater Infrastructure Charges applicable to the development or development stage as detailed in any applicable Infrastructure Charges Notice.

Following confirmation of the above, the Major Connections Certifier will then obtain the Certificate of Completion (refer section 6.2) or where the works are identified as Early Works, the Major Connections Certifier will obtain the Early Works Certificate (refer Section 5.2). Upon receipt of the Certificate of Completion or, where the works are identified as Early Works, the Early Works Certificate, the Major Connections Certifier must, within **five (5)** business days of the date of the Certificate of Completion or Early Works Certificate, request Unitywater's Private Works section (using the [Request for Service Connection by Private Works – Email template](#)) to connect the sewerage to the network as per the quotation reference. The request must include a copy of the Certificate of Completion or Early Works Certificate and the other documents specified on the Request for Service Connection by Private Works – Email Template.

The request to connect must be sent to Unitywater's Private Works section via Privateworks@unitywater.com.

Unitywater's Construction Services will then connect the works to Unitywater sewerage networks and upon completion will issue notifications to the following:

- a. The Private Works applicant;
- b. Major Connections Certifier; and
- c. Unitywater Development Services.

6.1.2.2. Sewerage Connection by Contractor

All works on Unitywater infrastructure is controlled by Unitywater's [Pr8996](#) - Network Permit to Work Procedure. The sewerage connection of the works to Unitywater networks requires an approval (*work permit*) of the '**planned network intervention**' from Unitywater's Network Operations Branch. This is to ensure any disruptions to Unitywater customers are minimised and Unitywater can monitor work permit activity.

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Following the satisfactory On-Maintenance inspection (confirmation on site that there are no defects identified and works can be accepted) and prior to requesting a Certificate of Completion or, where works are identified as Early Works, the Early Works Certificate, the Major Connections Certifier will liaise with the Construction Certifier and the developer's contractor for programming the sewerage connection works.

6.1.2.3. Work Permit Request – Application

The Major Connections Certifier will instigate the 'Planned Network Intervention' at least **seven (7)** days prior to the planned connection works by logging onto Unitywater's work permit system at: <https://unitywater.go2asset.com.au/dashboard> (**Google Chrome**¹) using their login and password (Major Connections Certifiers and Construction Certifiers must be registered and become familiar with work permit procedure and work instructions to access the go2asset system to complete this process) to complete the necessary details on the work permit and submit.

Note: The PNI responsibility can be delegated from the Major Connections Certifier to the Construction Certifier, so long as, the Major Connections Certifier obtains record of Permit being applied for, approved, activated, and closed off (emails are provided from Unitywater's PNI section to the PNI permit applicant for these milestones).

In addition to the work permit instructions (supplied separately) and the correct inputs for the **work permit**, the Major Connections Certifier will:

- a. Nominate the Business Unit as 'Development Services';
- b. Nominate Unitywater's Development Services as the 'Project Manager' and use the email reference: DevelopmentCertification@unitywater.com; and
- c. Nominate the Construction Certifier responsible for inspection of the connection works as the 'Site Contact'.

6.1.2.4. Work Permit – Approval

Unitywater's Network Operations Branch will review the **Work Permit** submission and if satisfied, will issue a **work permit** within **seven (7)** days of the submission.

If the submission is not to the satisfaction of Unitywater's Network Operations Branch, a request for further information/submission will be made and the Major Connections Certifier will need to resubmit the application for the **work permit**.

6.1.2.5. Planned Network Intervention – Works

Following receipt of the **work permit** from Unitywater's Network Operations Branch, the Major Connections Certifier will advise all relevant stakeholders to undertake the connection works on the day proposed in the approved work permit.

If the connection works cannot be undertaken for any reason, the Major Connections Certifier must submit an amended work permit request via <https://unitywater.go2asset.com.au/dashboard> using **Google Chrome**.

Under no circumstance must the connection works commence without a **work permit**. This will be in breach of the *Water Supply (Safety and Reliability) Act 2008* as stated below.

Section 191 Connecting to or disconnecting from service provider's infrastructure without approval:

A person must not, without the written consent of a service provider, connect to, or disconnect from, the service provider's infrastructure.

Maximum penalty—1,000 penalty units.

¹ The go2asset does not load in Internet Explorer. It might be possible for it to load on other platforms.

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6.1.2.6. **Planned Network Intervention – Notification**

The Construction Certifier is responsible for inspecting the connection works and **must** be present in person on the site to carry out this task. Under no circumstances must the connection works commence without the Construction Certifier.

The Construction Certifier will 'activate' the **work permit** by notifying Unitywater's Network Operations Branch by phoning the number provided in the **work permit** at the commencement and end of the connection works.

The Construction Certifier will also capture appropriate record of the sewerage connection works as part of the Construction Certifier's construction inspection records.

When the sewerage works have been connected and the as-constructed records updated with the connection details, the Construction Certifier will notify the Major Connections Certifier who will commence the Certificate of Completion process by completing the [A&C Certificate of Completion \(incl. Provisional\) and On-Maintenance \(incl. Early Connection of Works\)](#) (online form).

6.2. **Submission of a Certification Package for Certificate of Completion with Network Works**

Once the On-Maintenance acceptance process has been satisfactorily completed the Major Connections Certifier can prepare a Certificate of Completion Certification Package or, where works are identified as Early Works, the Early Works Certificate Certification package (refer section 5.2) for submission to Unitywater.

6.2.1. **Assess and Submit a Certification Package for the Certificate of Completion**

The Major Connections Certifier will commence the Certificate of Completion lodgement by completing the [A&C Certificate of Completion \(incl. Provisional\) and On-Maintenance \(incl. Early Connection of Works\)](#) (online form). The A&C Certificate of Completion (incl. Provisional) and On-Maintenance (incl. Early Connection of Works) needs to be completed jointly by the Major Connections Certifier and the Construction Certifier. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package. The Construction Certifier will complete the Construction Certifier Works Completed Certification section of the online form.

The Major Connections Certifier may need to request additional information from the applicant (developer) or representative to enable the assessment of the request for Certificate of Completion to be completed.

The lodgement for the Certificate of Completion must include:

- a. All items listed in the checklist section of the A&C Certificate of Completion (incl. Provisional) and On-Maintenance (incl. Early Connection of Works);
- b. Demonstrated payment of ALL Unitywater Infrastructure Charges applicable to the development or development stage as detailed in any applicable Infrastructure Charges Notice;
- c. A copy of the [Construction Certifier Inspection Record](#) completed and certified by the Construction Certifier. See section 4.4.1 Construction Inspection;
- d. A draft [Certificate of Completion with Network Works](#) (certificate template available online);
- e. A completed [Water Meter Register and Property Conditions](#) record (template available online); and
- f. Identification of the prescribed Fees – see Unitywater's website for current [Pricing, Fees and Charges](#), Certificate of Completion.



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6.3. Unitywater Audit of the Request for Certificate of Completion with Network Works

Unitywater will carry out an audit of the Certificate of Completion Certification Package in accordance with the audit process described in Part A of this Manual, Section 15.1 Auditing.

This process will be repeated until Unitywater is satisfied with the asset handover documentation in the Certificate of Completion certification package to proceed to acceptance on maintenance of the works.

6.3.1. Issue Certificate of Completion

When the audit of On-Maintenance acceptance certification package results in an outcome that the certified package is progressing, or Unitywater chooses to 'audit later' Unitywater will:

- c. Issue the Certificate of Completion to the Applicant; and
- d. Email copies of the Certificate of Completion to the Major Connections Certifier for record.

6.4. Certificate of Completion without Network Works

Applicants with connection approvals that do not involve any network works will apply for a Certificate of Completion as detailed below.

6.4.1. Request Certificate of Completion

The Applicant will make the request for the issue of the Certificate of Completion to a Registered Certifier (either Minor Connections Certifier OR Major Connections Certifier).

6.4.2. Assess the Request for the Certificate of Completion

The Registered Certifier will assess the request for the Certificate of Completion to ensure everything is satisfactory for completing the online form: A&C Certificate of Completion (incl. Provisional) and On-Maintenance (incl. Early Connection of Works. When assessing the request for the Certificate of Completion, the [A&C – CoC – No Network Works – Assessment Checklist](#) (available online) can be used as a reference guide for items requiring assessment and completion of the online form. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package.

The Registered Certifier may need to request additional information from the Applicant to enable the assessment of the Request for Certificate of Completion to be completed.

The Registered Certifier must review the subject land parcels (including adjacent properties, road reserve, parks, and open space if development works impact these areas) to the development with regard to identifying any existing or new Unitywater infrastructure within or fronting the development land. Where development works have potential to impact existing or new Unitywater infrastructure the Registered Certifier should conduct an inspection of the site to ensure Unitywater's infrastructure has not been damaged or compromised by the development works (e.g. Street hydrant, valve or water meter fitting covered over by new concrete footpath, buried maintenance structure, unfinished installation of new works (by Unitywater Private Works or contractor under inspection of Private Works) etc.). Where a conflict or impact has occurred for existing or new Unitywater infrastructure, the Registered Certifier will advise the applicant to resolve prior to the Registered Certifier preparing the Certificate of Completion Certification Package.

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6.4.3. Prepare Certificate of Completion Certification Package

Once satisfied all the documentation is satisfactory, the Registered Certifier will prepare the Certificate of Completion Certification Package for submission to Unitywater. The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package.

The Certificate of Completion Certification Package must include the following items:

- a. The completed online form: A&C Certificate of Completion (incl. Provisional) and On-Maintenance (incl. Early Connection of Works);
- b. All Items listed in the online form: A&C Certificate of Completion (incl. Provisional) and On-Maintenance (incl. Early Connection of Works);
- c. A draft [Certificate of Completion Without Network Works](#) (certificate template available online);
- d. A completed [Water Meter Register and Property Conditions](#) record (template available online) where there is a new survey plan creating new lots applicable to the Connection Approval; and
- e. Identification of the prescribed Fees – see Unitywater's website for current [Pricing, Fees and Charges](#).

6.4.4. Lodgement of the Certificate of Completion Certification Package

When the preparation for the Certificate of Completion Certification Package is complete, the Registered Certifier will submit the Certificate of Completion certification package and all other supporting documents online.

6.4.5. Unitywater Audit of the Request for Certificate of Completion

Unitywater will carry out an audit of the Certificate of Completion certification package in accordance with Part A of this Manual, section 15.1 Auditing.

This process will be repeated until Unitywater is satisfied with the Certificate of Completion certification package.

6.4.6. Issue Certificate of Completion

When the audit of Certificate of Completion certification package results in an outcome that the certified package is progressing, or Unitywater chooses to 'audit later' Unitywater will:

- a. Sign and issue the Certificate of Completion to the applicant; and
- b. Email a copy of the Certificate of Completion to the Registered Certifier for record.

6.5. Connections to Unitywater's Water Supply and Sewerage Networks

When the Certificate of Completion or, where the works are identified as Early Works, the Early Works Certificate has been issued by Unitywater, the Major Connections Certifier will need to ensure the correct procedure is followed to get the constructed water supply infrastructure connected to Unitywater's networks.

The process for the connection of the constructed water supply to Unitywater networks is as detailed below:

6.5.1. Water Supply Connection

Connections to Unitywater's water supply infrastructure will always be undertaken by Unitywater unless there is a written agreement by relevant parties for it to be undertaken by another entity.



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The process for the connection to Unitywater water supply network is as follows:

6.5.1.1. Private Works Quotation

The Major Connections Certifier must ensure that the Applicant has:

- a. Requested and is in receipt of a quotation from Unitywater for the required water supply connection works; and
- b. Made payment for the quotation allowing for the timeframe for completion of the connection works is as specified in the quotation (Otherwise the quotation must be re-quoted and additional payment made or confirmation from Unitywater's Private Works section that the original quotation is still valid).
- c. Demonstrated payment of ALL Unitywater Infrastructure Charges applicable to the development or development stage as detailed in any applicable Infrastructure Charges Notice.

Following confirmation of the above, the Major Connections Certifier will proceed to the water quality testing of the constructed mains as detailed below.

6.5.1.2. Water Quality Testing

The Major Connections Certifier will advise the Applicant to follow Unitywater's *Procedure for Managing Water Quality During Mains Commissioning* (This procedure, [Pr9032 - Procedure for Managing Water Quality During Mains Commissioning](#)), can be downloaded from Unitywater's website) to undertake disinfection and bacteriological tests on the new water main before it can be connected by Unitywater to the existing water supply networks. The Applicant is responsible for engaging a NATA accredited laboratory to undertake the disinfection and testing specified in the above-mentioned procedure and to provide the results of the tests to the Major Connections Certifier within **forty-eight (48)** hours of the date of the test result. **Note:** The 48-hour timeframe for the Major Connections Certifier to receive the test result from the Applicant can be extended and acceptable to be received on a Monday, or next working day where the Monday is a public holiday, where a test result is dated on a Friday. Test results dated on a Thursday must be provided to the Major Certifier by COB on the Friday. All other test result dates must adhere to the 48-hour timeframe.

Following receipt of the water quality test results from the Applicant, the Major Connections Certifier must assess the results against the water quality acceptance criteria and the decision criteria for a 'pass' or 'fail' assessment as set-out in Pr9032 - Procedure for Managing Water Quality During Mains Commissioning.

If the assessment is a 'fail', the Major Connections Certifier will notify the Applicant to repeat disinfection and testing as set-out in procedure Pr9032 - Procedure for Managing Water Quality During Mains Commissioning until a 'pass' assessment is achieved.

6.5.1.3. Request to Connect

If the assessment is a 'pass', the Major Connections Certifier will request Unitywater's Private Works section using the [Request for Service Connection by Private Works – Email template](#) to connect the water supply to the network as per the quotation reference. The request must include:

- a. A copy of the 'pass' bacteriological tests results;
- b. A copy of the new mains form (where applicable as per [Pr9032 - Procedure for Managing Water Quality During Mains Commissioning](#)); and
- c. A copy of the Certificate of Completion or, where the works are identified as Early Works, the Early Works Certificate.

The request to connect must be sent to Unitywater's Private Works section via Privateworks@unitywater.com within **five (5)** days from the date of the passed test results to allow

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the connection to the water supply network to be completed within **Unitywater's validity period** for the 'passed' test result. **Note:** The **five (5)** day timeframe for the Major Connections Certifier to submit the result to Private Works is acceptable to extend to a Monday where the **five (5)** day period falls on a weekend or the following day where it falls on a public holiday.

6.5.1.4. Connection of Works to Water Supply Network

Following receipt of the notification to connect, Unitywater's Construction Services will review the request and if satisfactory, connect the works to Unitywater water supply networks.

When the connection of the constructed works to Unitywater's networks has been completed, Unitywater's Construction Services will issue notifications to the following:

- a. The Private Works Applicant;
- b. Major Connections Certifier; and
- c. Unitywater Development Services.

7. Off Maintenance Acceptance

The Off-Maintenance inspection and acceptance of the constructed works will be undertaken at the end of the maintenance period so that the maintenance security bond can be released to the applicant (developer) or representative.

The Off-Maintenance acceptance of the works will be undertaken by the Major Connections Certifier responsible for the development and will include certification/inputs from the Construction Certifier.

7.1. Defects Liability Period

The defects liability period, commonly known as the 'Maintenance Period', is **twelve (12)** months. Unitywater, however, may decide that a longer period is necessary under some circumstances to ensure the integrity of the network is maintained at all times. If Unitywater decides to increase the length of the defect's liability period, it will be imposed as a condition on the Connection Approval or stated in the Certificate of Completion.

7.2. Maintenance and Operation During Defects Liability Period

Unitywater will operate the infrastructure during the defect's liability period. However, it is the Applicant's responsibility to repair any defects in workmanship or materials that occur or become apparent during the defects liability period, unless the defects in workmanship or materials are demonstrated to be a direct result of negligent or incorrect operation by Unitywater team members.

Developers and Contractors are advised to implement controls to avoid third party damage to the infrastructure during the 'Maintenance Period'. Where third party activity has impacted the infrastructure (e.g. buried surface fittings, damaged water meter boxes etc), it will be necessary for the developer/contractor to demonstrate evidence of how this may be determined as resultant from a third party's actions such that Unitywater can make a decision about whether to assume the responsibility for rectification and hold the third party liable as a result of the evidence. Otherwise, the developer is expected to rectify the third-party damage occurring within the Maintenance Period.

Should defects in the workmanship or materials used for the infrastructure be identified during the defect's liability period, Unitywater will assess the risk and depending on the level of the risk, Unitywater may:

- a. Advise the Applicant to rectify the failure within a specified time; or
- b. Carry out the repairs (in an emergency situation or for live works that must be carried out by Unitywater) and invoice the Applicant for the repair works; and
- c. Extend the maintenance period beyond the standard or conditioned duration.



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7.3. Preparation for Off-Maintenance Acceptance

The Applicant will commence preparation for Off-Maintenance acceptance after the defect's liability period (generally **twelve (12)** months after acceptance On-Maintenance).

This will include the Applicant:

- a. Engaging a CCTV contractor to carry out a CCTV inspection and subsequently prepare a CCTV report;

Note:

The CCTV inspection may be undertaken **eleven (11)** months after acceptance On-Maintenance of the works and or no greater than **two (2)** months prior to the notification to Unitywater for Off-Maintenance inspection.

- b. Requesting the contractor to carry out necessary remedial actions to ensure the constructed works are ready to be inspected and accepted off maintenance.

The CCTV and the associated report must be reviewed by the Applicant's consulting engineer.

The Applicant's consulting engineer must direct the contractor to rectify any faults or defects that have been identified in the review. Rectification of defects must be confirmed by a subsequent CCTV inspection.

When the above has been satisfactorily completed, the Applicant will submit the CCTV report and associated documents to the Major Connections Certifier.

7.4. Request Acceptance Off-Maintenance

The Applicant will request the Major Connections Certifier (at the end of the defects liability period) to apply for the Off-Maintenance Certificate. The request must include the CCTV of the constructed sewer mains and or any other documents deemed necessary.

The Major Connections Certifier will certify that the CCTV (DVD) and the associated consulting engineer's CCTV review report is accurate as well as review any other documents to ensure the sewerage works are compliant.

Major Connections Certifier will request the Construction Certifier to inspect and advise that the works are presented satisfactorily to be acceptable for an Off-Maintenance inspection such that the Major Connections Certifier can commence the Off-Maintenance process.

The Construction Certifier will complete a pre Off-Maintenance inspection and ensure all works are presented to the satisfaction of the SEQ Code and Approved Drawings and are acceptable for an Off-Maintenance inspection.

If any items are not to the satisfaction of the Construction Certifier, the Construction Certifier will notify the Major Connections Certifier accordingly. The Major Connections Certifier will advise the Applicant of any identified non-compliances from the CCTV submission or items that are not to the satisfaction of the Construction Certifier and request the Applicant to rectify the issues and recommence the Off-Maintenance process.

Following satisfactory confirmation or resolution of the above items, the Major Connections Certifier will complete the [A&C Off-Maintenance Inspection Notification](#) (online form) and submit the form at least **seven (7)** days before the intended Off-Maintenance inspection date.

Rescheduling of the Off-Maintenance inspection can occur via notification given to Unitywater with an email to DevelopmentCertification@unitywater.com. If the Off-Maintenance meeting needs to be rescheduled, the rescheduled date must provide for a minimum **two (2)** business days' notice to Unitywater unless prior agreement for a shorter time period of notice has been agreed to by a Unitywater Development Services representative.



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The A&C Off-Maintenance Inspection Notification (online form) will need to be completed jointly by the Major Connections Certifier and the Construction Certifier. The Construction Certifier will complete the Construction Certifier Works Presented for Off-Maintenance Acceptance Certification section of the online form.

Unitywater will issue a share folder invitation to the Major Connection Certifier on receipt of the A&C Off Maintenance Inspection Notification. This will allow the transfer of large size documents (e.g. CCTV video files) in advance of the Off-Maintenance submission. The Major Connection Certifier must be aware that there is a limitation on file size for the share folder uploads. Individual and zip files should not exceed 2GB. Also, the share folder itself has a 10GB limit, so once multiple files exceed 10GB there will be issues and the files should be spread over multiple share folders. The Major Connections Certifier should seek multiple share folders by email request to DevelopentCertification@unitywater.com where the share folder 10GB limit will be exceeded.

Following submission of the A&C Off-Maintenance Inspection Notification the Major Connections Certifier will proceed to the Off-Maintenance process.

Note:

1. Satisfactory achievement of the Off-Maintenance Certificate triggers Unitywater's processing for the release of the *Maintenance Bonds* held by Unitywater; and
2. Release of *Maintenance Bonds* will be managed by Unitywater and is not included in the Accreditation and Certification process.

7.5. Conduct Off-Maintenance Inspection

The Major Connections Certifier will conduct the Off-Maintenance inspection. The [A&C Off-Maintenance Inspection Guideline](#) (available online) can be used as a guideline to assist with the Off-Maintenance inspection requirements. During the inspection the Major Connections Certifier must identify and record any rectification works. Identified defects and the rectification records must be provided to Unitywater as part of the [A&C Off-Maintenance Submission](#) (online form).

The Off-Maintenance inspection must be attended by the following:

- a. Major Connections Certifier;
- b. Construction Certifier;
- c. Contractor (or representative – supervisor);
- d. Applicant's Consulting Engineer (Superintendent); and
- e. Sub-Contractor (if relevant).

Unitywater Construction Development Officer's attendance at the Off-Maintenance inspection is optional and will only be an observer if he/she attends the Off-Maintenance inspection meeting.

7.5.1. Failed Off-Maintenance Inspection

For a failed Off-Maintenance inspection the Major Connections Certifier will prepare and issue a Remedial Action Notice to the Applicant on site identifying the necessary works to enable the works to be accepted off maintenance.

The Applicant is responsible for ensuring that its contractors carry out necessary works stated in the remedial action notice to enable the works to be accepted off maintenance and advise the Major Connections Certifier when the works are ready for further inspections if necessary.

This process continues until the Major Connections Certifier is satisfied the Off-Maintenance acceptance request may proceed.

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7.5.2. Passed Off-Maintenance Inspection

Following the satisfactory (confirmation on site there are no defects identified and works can be accepted) Off-Maintenance inspection, the Major Connections Certifier will commence the Off-Maintenance certification submission process by completing the [A&C Off-Maintenance Submission](#) (online form). The Registered Certifier must have regard to and prepare certification packages which are consistent with Unitywater's file naming convention for ALL attachments submitted under a certification package.

The following must be included in the certification package:

- a. Certified Off-Maintenance defects and rectification records (where applicable);
- b. A draft [Off-Maintenance Certificate](#) (certificate template available online); and
- c. Certified CCTV report and associated documents.

7.6. Unitywater Audit

Unitywater will carry out an audit of the Off-Maintenance certification package in accordance with Part A of this Manual, section 15.1 Auditing.

This process will be repeated until Unitywater is satisfied with the Off-Maintenance certification package and proceeds to issuance of the Off-Maintenance certificate.

7.7. Issue Off-Maintenance Certificate

When the audit of Off-Maintenance acceptance certification package results in an outcome that the certified package is progressing, or Unitywater chooses to 'audit later' Unitywater will:

- a. Sign and issue the Off-Maintenance Certificate to the Applicant;
- b. Release the maintenance bonds; and
- c. Email a copy of the Off-Maintenance Certificate to the Major Connections Certifier for their records.



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Part C – Training

1. Introduction

It is important that Accredited Entities and Registered Certifiers involved with Unitywater's Accreditation and Certification System are competent and fully understand the system to be successful in their appointed role/s.

2. Purpose of Training

The purpose of training will be to establish essential knowledge and competencies under Unitywater's Accreditation and Certification System, in particular the following:

- a. The accreditation and certification processes under the Unitywater's Accreditation and Certification System;
- b. The business systems and tools;
- c. Compliance with relevant legislation, the Connections Policy, and the Schedule of Works;
- d. Obligations of Accredited Entities and Registered Certifiers under their respective Accreditation Deed and Registration Deed Polls; and
- e. Expected outcomes of the certification process such as:
 - i. Connection approvals being issued with lawful, reasonable, and relevant conditions;
 - ii. Assets donated to Unitywater comply with the relevant connection approval and are prudent and efficient;
 - iii. The standard of assets donated to Unitywater comply with the SEQ Code or a business case is provided which justifies an alternate solution; and
 - iv. The standard of documentation submitted to Unitywater complies with the relevant requirements of Part B Certification of this manual and/or the SEQ Code.

Unitywater will not train Registered Certifiers in the specialist technical competencies of their role; e.g. project management, engineering design or inspection and assessment of the standard of civil construction. It is expected that each applicant must have the requisite specialist technical knowledge and experience to undertake the role for which they apply to be accredited and demonstrate these capabilities in their accreditation application.

3. Administration of Training

The Accreditation Coordinator will schedule training so approved accredited applicants are able to complete the required training with **ninety (90)** business days.

Approved Applicants will undertake the scheduled training in accordance with the assigned training schedule or as otherwise approved by the Accreditation Coordinator.

All training will require attendance in person and will be undertaken in Caboolture, Queensland. On-line training will not be offered.

Approved Applicants must successfully complete the designated training modules, including assessments in some modules, before they can be appointed by Unitywater as Accredited Entities and/or Registered Certifiers in the relevant category. The training is valid for a period of 12 months. If the Deed is not signed applicant is not appointed within this period, the applicant must either undertake refresher training at the discretion of the Accreditation Coordinator or apply for the next accreditation intake.



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Any applicant who does not obtain a pass where the modules include an assessment will be offered to undertake a supplementary assessment. If the applicant fails to pass the supplementary assessment, the Accreditation Coordinator may approve the applicant repeating the course and assessment at the applicant's expense or send a notification to the applicant that their application has lapsed.

Unitywater will issue certificates of competencies for all relevant training modules successfully completed by the approved applicant.

The Accreditation Coordinator will keep a record of all training completed by the approved applicant in the Accreditation Application Tracking Tool.

4. Curriculum

The details of each of the training modules that must be completed by the Accredited Entities and Registered Certifiers are shown in **Table 12** below.

The training modules that Accredited Entities and Registered Certifiers must complete are detailed within **Table 8** in Part A Accreditation of this Manual.

Table 12 - Curriculum Details for Accredited Entities and Registered Certifiers

Module/Session Reference	Training Module	Outcomes The Accredited Entities and Registered Certifiers will understand the following:	Duration (Hrs)	Assessment	
				Yes	No
Module 1 – Session 1	Unitywater Accreditation and Certification System	Sound working knowledge of the content and implications of: 1. The Unitywater Accreditation and Certification System; and 2. Unitywater Accreditation and Certification Manual. 3. Accreditation and Certification Model	2		✓
Module 1 – Session 2	Legislation, statutory and other relevant standards	Working knowledge of statutory requirements under which the Connection Application and Assessment operates: 1. Relevant Legislation; 2. Statutory and Non – Statutory Standards	2		✓
Module 1 – Session 3	Connection Approval Process	Demonstrated and sound working knowledge of the: 1. Management of connection application and assessment under Unitywater's Accreditation and Certification System; and 2. Roles and responsibilities of each stakeholder in the connection application and assessment process.	2		✓

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Module/Session Reference	Training Module	Outcomes The Accredited Entities and Registered Certifiers will understand the following:	Duration (Hrs)	Assessment	
				Yes	No
Module 2 – Session 4	Connection Application Assessment and Preparation of Draft Decision Notices	Demonstrated and sound working knowledge of the content and implications of: 1. The end-to-end process of assessing and preparing draft Decision Notices; 2. The tools/resources (e.g. checklist) to be used in the process; and 3. How to impose standard and non-standard conditions.	5	✓	
Module 2 – Session 5	Calculate Infrastructure Charges and Prepare Draft Infrastructure Charges Notices	Demonstrated and sound working knowledge of the content and implications of the: 1. Calculate infrastructure charges associated with a connection application; 2. Tools/resources to be used in the process (e.g. ICN Calculator; and 3. Prepare Draft Infrastructure Charges Notices.	5	✓	
Module 2 – Session 6	Assessing Water Supply Reticulation Design Drawings	Demonstrated and sound working knowledge of: 1. Assessing Connection Applications (Networks Works) for water supply and preparing draft Decision Notices; 2. Using the appropriate tools/resources (e.g. checklist) during the assessment process; and 3. Imposing standard conditions; and 4. Drafting and imposing non-standard conditions.	5	✓	
Module 2 – Session 7	Assessing Sewerage Reticulation Design Drawings	Demonstrated and sound working knowledge of: 1. Assessing Connection Applications (Networks Works) for sewerage and preparing draft Decision Notices; 2. Using the appropriate tools/resources (e.g. checklist) during the assessment process; and 3. Imposing standard conditions; and	5	✓	

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Module/Session Reference	Training Module	Outcomes The Accredited Entities and Registered Certifiers will understand the following:	Duration (Hrs)	Assessment	
				Yes	No
		4. Drafting and imposing non-standard conditions.			
Module 2 – Session 8	Pre-Start Meeting Process	Demonstrated and sound working knowledge of the content and implications of: 1. Preparing and conducting a Pre-Start meeting; 2. Finalising 'Actions' emanating from the Pre-Start Meeting; and 3. Post Pre-Start Meeting actions.	3		✓
Module 2 – Session 9	Construction Inspection and Certification of Works	Demonstrated and sound working knowledge of the content and implications of: 1. Conducting and recording inspections during construction; 2. Managing Variations during construction; and 3. Inspecting and recording testing being undertaken.	3	✓	
Module 2 – Session 10	Preparation and Submission of the Provisional Certificate of Completion Package	Demonstrated and sound working knowledge of the content and implications of: 1. Preparing the Draft Provisional Certificate of Completion Package; 2. The tools/resources (e.g. checklist) to be used in the process; and 3. Submitting the Draft Provisional Certificate of Completion Package	3	✓	
Module 2 – Session 11	Preparation and Submission of Draft Certificate of Completion Package WITHOUT Networks Works	Demonstrated and sound working knowledge of the content and implications of: 1. Preparing the Draft Certificate of Completion Package; 2. The tools/resources (e.g. checklist) to be used in the process; and 3. Submitting the Draft Certificate of Completion Package	2	✓	



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Module/Session Reference	Training Module	Outcomes The Accredited Entities and Registered Certifiers will understand the following:	Duration (Hrs)	Assessment	
				Yes	No
Module 2 - Session 12	Preparation and Submission of Certificate of Completion (WITH Networks Works) and On-Maintenance Acceptance Package	Demonstrated and sound working knowledge of the content and implications of: 1.Preparing the Draft Certificate of Completion Package 2.Preparing, conducting and accepting works On-Maintenance; 3. Finalising Remedial Actions' resulting from the On-Maintenance meeting; and Submitting the Draft Certificate of Completion Package	3	✓	
Module 2 – Session 13	Connections to Unitywater's Networks	Demonstrated and sound working knowledge of the content and implications of: 1.Requesting a quotation for the connections of the works to Unitywater networks; and 2.Connection of the works process.	2		✓
Module 2 – Session 14	Off Maintenance Acceptance Process	Demonstrated and sound working knowledge of the content and implications of: 1.Preparing and conducting the Off-Maintenance meeting; 2.Finalising Remedial Actions' emanating from the Off-Maintenance meeting; and 3.Accepting the works off maintenance.	2		✓

4.1. Resource Materials

All approved applicants attending the training courses will be provided with hard copies of all training materials to use as reference when undertaking the certification activities under the Unitywater Accreditation and Certification System.

5. Training Providers

Unitywater provide all training to approved applicants.



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Appendix A - Risk Likelihood and Consequence Descriptors and Risk Scoring Matrix

NOTE: When determining risk scores by evaluating risk likelihood and consequence always:

1. Consider the Consequence of the risk occurring first; then
2. Nominate the likelihood of the risk occurring with the nominated consequence being the result.

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Risk Type	Minor	Moderate	Serious	Major	Critical
Financial	Financial impact of <\$100,000	Financial impact of between \$100,000 and <\$250,000	Financial impact of between \$250,000 and <\$2.5M	Financial impact of between \$2.5M and <\$25M	Financial impact of >\$25M
Reputation	Small number of localised complaints	Increase localised complaints or some media or social media reporting	Widespread media coverage of localised complaints or widespread complaints with limited media attention	Significant local and state level media involvement, concerns expressed from stakeholder Councils or regulators or investigation initiated by a stakeholder	State, National or international adverse media, triggering intervention from Councils or regulators or in response to an investigation
Environment	Negligible environmental impact easily restored to pre-existing condition	Minor localised environmental impact Short-term recoverable impact	Material environmental harm Can be returned to pre-existing condition in the medium term	Serious environmental impact Detrimental impact on area of high conservation value or special significance. Can be recovered with time and effort	Long-term environmental harm Unable to return to pre-existing condition
Safety	Injury or illness not requiring first aid treatment / Near misses	Medical Treatment/ Suitable Duties Injury or illness Short term illness	Lost Time Injury or Illness <4 days Short term disability	Serious / Hospitalisation injury Long term Lost Time Injury or illness Long term disability	Fatality or amputation of a limb Long term/ terminal illness Permanent disability
People	Employee non-specific dissatisfaction / negative comments Criticism from ex-employees on Glassdoor or social media	Written objection or dissatisfaction presented to management Formal complaint related to cultural matter or marginalisation	Criticism of Unitywater treatment of personnel in an industry forum Breakdown of relationship with staff over unrealistic demands Disruption to normal operations Lack of staff engagement	Objection against management direction from a branch or section team Change impacting a core function operation Disgruntled employees protest Unitywater treatment of staff or contractors	Abandonment of Enterprise Bargaining Agreement negotiations Mass employee protest and stop work by a section or specific group Union-led and publicised stop work related to employment agreements
Business Services Interruption	Short-term localised disruption to services affecting a small number of low-profile properties Short term loss of critical functions	Short term (<2 hours) disruption to service affecting 200 – 1000 properties Loss of critical functions for up to 4 hours	Medium term (2 to 5 hours) disruption to services affecting 1000 – 5000 properties or a significant population centre Disruption affecting a major industrial customer for <8 hours	Disruption to services affecting >5,000 properties or a major population centre >5 hours Disruption affects hospital or other critical facilities including major industrial customer/s for >8 hours	System-wide (north or south) disruption to services Formal notification to Regulators and Government required
ICT Disruptions & Security	Localised disruption with workarounds available. Security event with no material impact.	Moderate disruption with workarounds available for critical system. Security event with limited impact. Recovery through standard tools and procedures.	Localised to moderate disruption without workaround. Incident resulting in loss of money, privacy breach to some customers. Easily contained and managed. May require some additional resources to recover.	Widespread disruption or critical system disrupted with critical to high urgency level. Security incident resulting in loss of money, privacy breach to some customers. Requires substantial additional resources to recover.	Widespread, long-term disruption or critical system disrupted with critical to high urgency level. Security incident resulting in financial loss, major privacy breach not directly recoverable
Compliance / Legal	Regulator/external auditor 'observation' or request for further explanation	Regulator issuing warning improvement notice for non-compliance Actual/potential less than <\$250,000 fine/penalty exposure	Regulator issuing corrective action/directive/show cause action Actual/potential breach \$250,000 - \$2.5M fine/penalty exposure	The public bringing successful legal action (not a class action) Regulator intervention, stop work immediately/cease activity Actual/potential breach of \$2.5M - \$25M	The public bringing successful class action Actual breach >\$25M Loss of key operating licence
Water Safety / Quality	Isolated breach of aesthetic parameter Little to no disruption to normal operation	Local aesthetic impact e.g. turbidity, pH or Isolated breach of chronic health parameter (within a district metered area or small reservoir supply zone); Regulator notified; Isolated breach of Water Quality Objectives	Widespread aesthetic impact (within a water supply scheme or primary reservoir zone); Repeated breach of chronic health parameter; Repeated breach of Water Quality Objectives	Potential acute health impact e.g. pathogens; Widespread or multiple breach of chronic health parameters; Regulator notified with Qld Health involvement; Potential Event under Drinking Water Quality Management Plan approval 2(a) (sudden or extreme change in water quality, flow or environmental conditions which raises contamination concerns)	Potential acute health impact, Regulator declared outbreak expected; Reported Event under DWQMP approval 2(a); OR sudden or extreme change which is beyond Unitywater's ability to control

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Risk Likelihood Descriptors

Likelihood	Score	Probability	
		Historical Descriptor	Likelihood Descriptor
Almost Certain	5	Occurs more than once per year	It is expected to occur, almost inevitable
Likely	4	The event has occurred several times	Expected to occur in most circumstances – not surprised if it happens
Possible	3	The event or similar has occurred elsewhere	May occur in some circumstances – not expected but accept it may happen
Unlikely	2	The event might occur once in your career	Could occur, surprised if it happens
Rare	1	Have never heard of this happening	Highly unexpected, considered a unique event

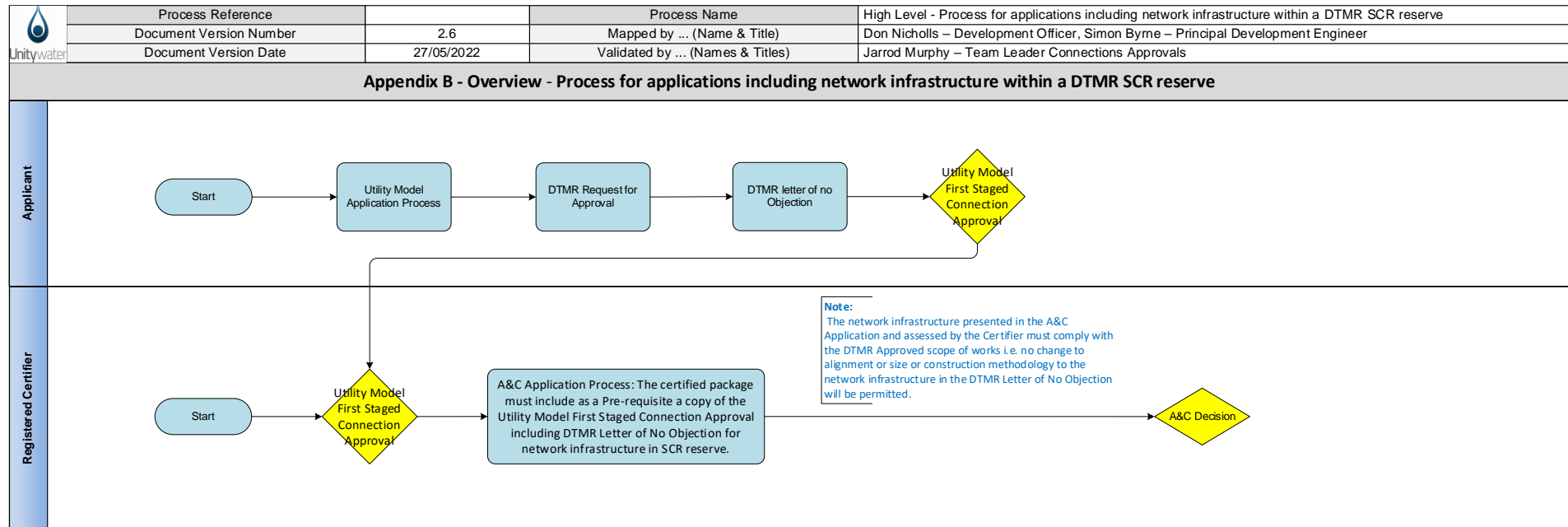
Risk Map

		CONSEQUENCE												
		OPPORTUNITY					RISK							
		Critical	Major	Serious	Moderate	Minor	Minor	Moderate	Serious	Major	Critical			
		5	4	3	2	1	1	2	3	4	5			
LIKELIHOOD	Almost certain	5	-25	-23	-20	-16	-11	11	16	20	23	25	Almost certain	5
	Likely	4	-24	-21	-17	-12	-7	7	12	17	21	24	Likely	4
	Possible	3	-22	-18	-13	-8	-4	4	8	13	18	22	Possible	3
	Unlikely	2	-19	-14	-9	-5	-2	2	5	9	14	19	Unlikely	2
	Rare	1	-15	-10	-6	-3	-1	1	3	6	10	15	Rare	1

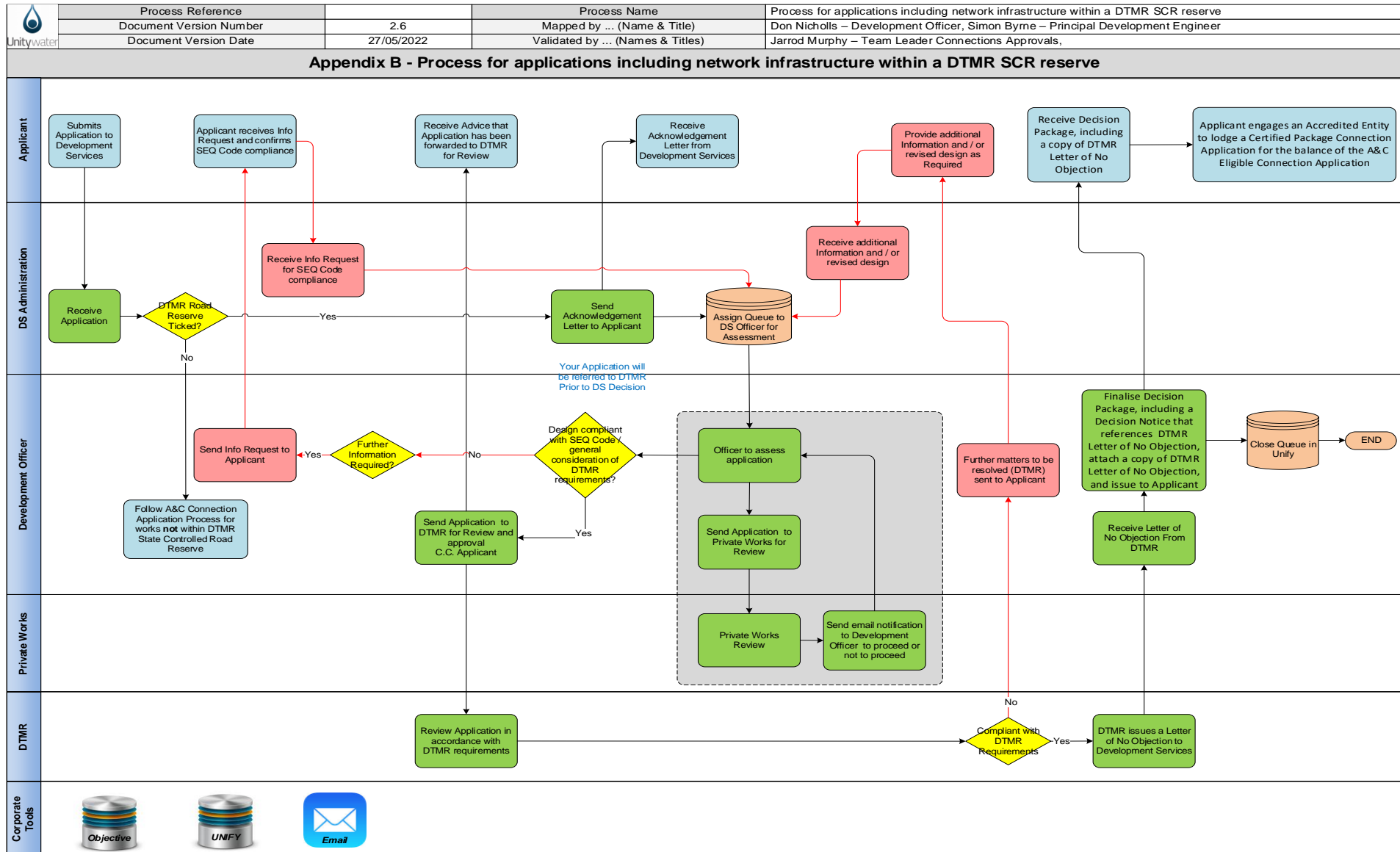
Source: Pr10731 - Risk Assessment and Scoring Criteria Tool

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Appendix B – Process for applications including network infrastructure within a DTMR SCR reserve



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Appendix C - Application of the Prudency and Efficiency Test

Background

As a monopoly water and sewerage service provider Unitywater has a responsibility to provide least lifecycle cost services to Unitywater's retail customers.

Effective control (minimisation) of investment in and acquisition of new assets is critical to Unitywater achieving the objective of its corporate plan to reduce the cost to serve (i.e. reduce the value of the average water supply and sewerage bill).

To ensure that these corporate objectives are achieved Unitywater applies the *Prudency and Efficiency Test* to all investment decisions.

The *Prudency and Efficiency Test* is defined as:

A test to be applied to all investment decisions. The test is satisfied if all non-asset and asset options have been assessed to determine if investment is prudent (needed) to provide the desired standard of service. And if prudent the most efficient design has been adopted and the most efficient form of procurement has been utilised.

In summary, prudency means confirming the need to design, construct and commission an extension to the existing water supply network to provide water supply and sewerage services to the future residents and /or business owners of a new development in accordance with the standard of service prescribed in the SEQ Code. This involves assessing the growth and quantum of increase in demand and reasonableness of not providing any new assets. If investment is found to be prudent (i.e. it is reasonable to provide new assets and the demand for additional capacity in the network is confirmed) then analysis is required to identify the most efficient solution (i.e. the least lifecycle cost solution which carries an acceptable level of risk). To identify such a solution all viable options, including non-asset options (e.g. increase the capacity of the water supply network to serve additional population through a demand management program) must be identified and compared through a multi-criteria assessment including a net present value calculation of the lifecycle cost of each option.

Methodology

In the context of Unitywater's Accreditation and Certification System it is a compulsory requirement that all assets donated to Unitywater must satisfy the *Prudency and Efficiency Test*.

Prudency (need for) and the efficiency of design of donated assets must be demonstrated before Unitywater will issue a Certificate of Completion for any new connections and accept donated assets.

Efficiency of delivery of assets does not have to be demonstrated for non-trunk infrastructure as these types of assets are donated to Unitywater at no cost and the cost of delivery is not a consideration for Unitywater.

It should be noted that efficiency of delivery is material if the developer is seeking to donate trunk assets to Unitywater and offset the value (including procurement costs) of such assets against infrastructure charges.

To demonstrate that the prudency and efficiency test has been satisfied the Registered Certifier must first confirm that any new infrastructure is prudent and if prudent, confirm that the design is efficient. If either prudency or efficiency is not demonstrated, then the approach to serving the proposed development with water supply and/or sewerage services must be reviewed by the developer (or developer's consultants) and a new or amended connection application prepared by the developer for the consideration of the Registered Certifier.

Prudency

The need to provide new water supply and/or sewerage infrastructure to serve a proposed development or a subsequent stage of development will be assessed by reference to:

- a. A servicing plan approved by Unitywater; or
- b. A Services advice Notice issued by Unitywater; or
- c. Unitywater's Spatial Information System to determine if the proposed development is within the Connection Area or Future Connection Area and if suitable infrastructure is available:
 - i. Within the boundaries of the proposed development to serve each new connection; and
 - ii. To connect the proposed development to Unitywater's existing water supply and sewerage networks.

It will be accepted that any new non-trunk infrastructure is prudent if:

- a. The infrastructure is to be provided in accordance with a servicing plan approved by Unitywater or a Services advice Notice issued by Unitywater; or
- b. The proposed development is within Unitywater's Connection Area or Future Connection Area and will create demand consistent with Unitywater's Demand Forecast (i.e. demand is in the range of 0.9 to 1.1 x Unitywater's demand forecast), albeit at an earlier or later time than predicted by Unitywater's demand forecast; and
- c. There is no suitable existing non-trunk infrastructure within the development site to provide water and/or sewerage services; and
- d. There is existing infrastructure available to connect proposed new non-trunk infrastructure to Unitywater's existing networks or efficient non-trunk infrastructure is proposed to provide such a connection.

If the development will impose lower demand on Unitywater's networks than forecast by Unitywater (i.e. less than 0.9 x Unitywater's demand forecast) the Registered Certifier must consult with Unitywater. In such instances Unitywater may want to discuss the proposed development with the relevant Council to assess options to better utilise existing trunk infrastructure and/or modify Unitywater's Schedule of Works to avoid construction of assets with surplus capacity.

In instances where the proposed development demand is greater than the planned forecast demand (for development in the Planned Demand Year) by more than 10%, the Registered Certifier must follow the procedure as outlined in section 3.3.2.4 Network Demand Assessment.

Similarly, if there is no existing non-trunk infrastructure available or new trunk infrastructure is required to connect proposed new non-trunk infrastructure within the development site to Unitywater's existing networks the developer must seek a Services advice Notice from Unitywater.

Efficiency

Planning of a new development should take an integrated planning approach to optimise the balance the layout of the development and the amenity of future residents and businesses with the efficiency of infrastructure networks.

If the design of non-trunk infrastructure is in accordance with the SEQ Code and/or a servicing plan approved by Unitywater it will be accepted that the infrastructure is efficient.

Efficient delivery of non-trunk infrastructure (i.e. contributed assets) is the responsibility of the developer. The form of procurement and delivery is at the sole discretion of the developer.

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In instances where the developer proposes an alternate design to the SEQ Code, the developer must demonstrate that the alternate design is more efficient than the standard SEQ Code design. This means that connection application must be supported by a business case including a comparison of the net present value of the lifecycle costs of the SEQ Code configuration to the proposed alternate solution. If the Registered Certifier is satisfied that the business case is sufficiently robust to justify the alternate design as the more efficient design, the Registered Certifier may prepare a draft Decision Notice recommending approval of the alternate design. Otherwise, the Registered Certifier must approve a design which conforms to the requirements of the SEQ Code.